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**GENESIS II
PERFORMANCE BASED WORK
STATEMENT**

Section C

FOR

**LIFE CYCLE MAINTENANCE, ENGINEERING,
And
FACILITIES SUPPORT**

10 January 2003

DRAFT-GENESIS II Performance Work Statement

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C.1 General

Introduction

Mission. The mission of the U.S. Army Intelligence and Security Command (INSCOM), a major Army command, is to conduct dominant intelligence, security, and information operations for military commanders and national decision-makers. INSCOM collects processes and disseminates intelligence information in all intelligence disciplines. INSCOM also conducts a wide range of production activities, ranging from intelligence preparation for the battlefield to situation development, signal intelligence analysis, imagery exploitation, and science and technology intelligence production. INSCOM has major responsibilities in the areas of counterintelligence and force protection, electronic warfare, information warfare, and support to force modernization and training. INSCOM is a global command with four brigades that tailor their support to the specific needs of the host theater. Eight other INSCOM intelligence activities located worldwide focus primarily on single intelligence disciplines or functions.

Portal Management. The G4 Portal is a one-stop shop for all logistics information required to sustain the mission of HQ INSCOM. The portal is an integral part of the HQ INSCOM logistics mission and is vital to our ability to make informed decisions. The Microsoft share point servers the portal uses must be maintained in a secure area and be available 24 hours a day seven days a week. The portal shall be available on demand and function at the desktop level at CONUS and OCONUS sites. All contract deliverables and management information required by this contract shall be posted to the portal as required by each task.

Asset Maintenance. This contract provides support for QRC deployments, system and facilities maintenance and engineering, sustainment of mission facilities, systems and equipments assets, and ensures that Intelligence collection and production assets and PSEP (Physical Security Enhancement Program) security systems are supported and maintained in sufficient quantities to meet known and anticipated operational requirements. Such support includes managing the supply chain for spare parts, line (or lowest) replaceable units (LRU's). Also included are supplying unit level, direct support and depot level maintenance as well as providing skilled support personnel to meet other tasks as required, especially for Quick Reaction Capability (QRC), Rapid Reaction Capability (RRC), normal deployment tasking and applicable related site support tasks, including 'fly away' maintenance and electrical, mechanical and environmental engineering support as required.

Facilities Engineering. This contract provides for facilities engineering support at HQ INSCOM and other designated sites. This support provides for space management, asset maintenance management, minor construction and facility alterations. Also included are assessment, management and documentation of power, HVAC and communications distribution. The contract also requires the drafting and archiving of all supporting systems diagrams.

MILCON Facilities Planning Engineering. INSCOM relies on this contract to provide facilities planning engineering for Intelligence related construction projects within the Army and designated DOD and other agency building construction. This includes providing expertise on power layout and delivering environmental engineering support on such projects. This also includes stationing project management support for units that are being relocated to different facilities, geographic areas and base closure actions.

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Custodial Support. This contract will provide for custodial support as needed at INSCOM supported installation facilities that may choose to fund and use this contractually provided service.

Site Support. INSCOM supplies vital facilities maintenance and operations support for important Intelligence facilities around the world. This includes providing portable facilities and asset-related flyaway support when necessary.

QRC, RRC, and normal Deployment of Assets. INSCOM uses this contract to provide the capability to rapidly move organic cargo, hazardous material (HAZMAT), unit and joint support personnel, transportable intelligence collection and production assets and supporting unit equipment to locations of critical operational need, to set-up these assets, to run and sustain their operation on location, and finally, to re-deploy them. Such support may be required on very short notice, necessitating a Quick Reaction Capability (QRC) to plan and deploy an asset and support equipment. If support is necessary on short notice in a minimum amount of time, it will require the use of a Rapid Reaction Capability (RRC) to plan and deploy an asset and support equipment. Normal deployment of assets is accomplished when sufficient lead-time is available to adequately plan, prepare, and provision them. The common theme running through each of these three asset deployment categories is the requirement to manage and plan ahead of the need, anticipating logistics support before the need is formally stated to minimize reaction time. This theme carries through the set-up and sustainment of operations when flyaway and/or on-site maintenance support actions are required to rapidly and efficiently restore a system to operating conditions when failures occur.

Virtual Intelligence Projection Equipment Reserve (VIPER) program. VIPER represents the latest maintenance and logistic support process needed to satisfy INSCOM's mission support environment. Although VIPER is centrally controlled from the office of the INSCOM G4 at Fort Belvoir, Virginia, it is not limited to one specific location. VIPER support provided by this contract will be comprised of equipment and systems that are stored at multiple geographic locations against worldwide QRC and RRC requirements. VIPER is a process of satisfying various QRC/RRC mission requirements not a system or an organization. The majority of the systems currently used in VIPER operational applications are TROJAN or TROJAN related. The VIPER process seeks to leverage existing capabilities and excess capacity available either internally or externally to INSCOM. These existing capabilities can be either Contractor, Department of Defense (DoD), or others. There is no one specific logistic entity that is designated to provide all VIPER requirements. VIPER services are provided to the Signals Intelligence (SIGINT), Measurement and Signature Intelligence (MASINT), Human Intelligence (HUMINT), Imagery Intelligence (IMINT), and Counterintelligence (CI) arenas.

Airborne Asset Support. INSCOM provides for CONUS and OCONUS field maintenance management support/assistance of designated airborne intelligence collection assets. This support includes unit deployment support and participation when a unit is moved to a temporary or exercise location for a period of operation.

Prime Mover Ground-Based Intelligence Asset Support. This contract will provide for unit and direct support level maintenance of assigned Prime Movers, tactical environmental control units, and tactical power generation assets at selected locations that may choose to fund and use this contractually provided service.

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C.2 Scope of Work, Objectives, and Performance Requirement Format

C.3 Scope of Work:

The GENESIS II Performance Work Statement (PWS) establishes and defines the requirements for a comprehensive engineering and logistical mission support services program. This contract provides support for complex, classified, compartmented, unique, ground-based and airborne reconnaissance and electronic intelligence collection and production systems. Also included under this support are their prime movers and carriers, tactical environmental control units, and tactical power generation systems. The support services under this contract include program management, administrative, engineering, technical, logistical, environmental, and custodial support. Other requirements of this contract include technical support and analysis of technology demonstrations and fielded systems, facilities and facilities infrastructure and associated support equipment in accordance with Chapter 5, US Army Regulation 750-1, Army Material Maintenance Concepts and Policies.

This is a "Wartime Critical Contract" and the provisions of DODI 3020.37, Continuation of Essential DOD Contractor Services During Crisis; AR 715-16, Army Contractors on the Battlefield; DA PAM 715-16, Contractor Deployment Guide; and FMs 100-10 and 100-10-2 apply. For Contractor employees assigned to the Republic of Korea, the provisions of HQ USFK, Assistant Chief of Staff, J4's December 14 1999 memorandum also apply. The continuation of DoD Contractor services during crisis situations is essential to the successful completion of INSCOM's contingency mission(s). All deployed contractor personnel shall be identified as Emergency Essential/Mission Essential personnel.

Required support includes full time 24 hour staffing at designated locations/sites and as required during QRC/RRC deployments, training, war game exercises, increased Operational Tempo, and mission surges. Additionally, Contractor support that will facilitate INSCOM's efforts to field, activate, relocate, realign, transfer and close INSCOM units/sites worldwide is included in this PWS. The GENESIS II contract will ensure that electronic systems, security systems, prototype SIGINT hardware and software suites and facilities are developed, repaired and maintained at a high state of readiness and at a reasonable cost.

This PWS pertains to three major technical mission support areas encompassing airborne and ground-based electronic systems and subsystems, facilities and grounds including associated electrical, electronic, and mechanical systems and subsystems, and logistics. The overall PWS requirements focus on providing required mission support services at INSCOM's worldwide strategic and tactical sites, at other DOD and national intelligence agency sites and at other INSCOM supported fixed, tactical, contingency and aviation sites/units.

The Contractor may be required to perform a variety of facilities design, construction, maintenance, operation and repair actions at INSCOM Headquarters or subordinate units worldwide.

To meet the requirements of this contract, a broad range of highly technical disciplines is needed in order to support:

- Requirements analysis
- Station planning, relocations and realignments
- Portal administration and maintenance
- Logistics planning

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- Transportation planning and coordination
- Deployment, sustainment and fly-away support to deployed and remotely located assets
- World-wide facilities
- Facilities engineering, including planning, modification, electrical engineering, environmental and custodial services
- Maintenance and maintenance oversight of airborne and ground-based reconnaissance and intelligence collection and production systems, MASINT, prime movers, tactical environmental control units, and tactical power generation assets.

These disciplines will include, but not be limited to:

- Advanced digital signal processing
- Communications
- Intelligence data fusion
- Software maintenance and development
- SIGINT hardware/software prototype development
- Automated data processing

Supported equipment will include:

- Fixed, tactical, and mobile intelligence systems
- Communications systems
- MASINT
- Security systems
- Light Tables
- Intelligence data fusion systems
- Electronic countermeasures systems
- Digital signal processors
- Intercept receivers
- Digital data intersystem communications systems;
- Direction finding systems
- Emitter location systems
- Simulators
- Position location systems
- RF measurement systems
- Training devices
- Automated data processing equipment (ADPE)
- Meteorological systems
- Receiving and transmitting systems
- Audio systems
- Computers (mission and administrative LAN/WAN support)
- UPS/power generation
- Environmental control systems
- Satellite communications (SATCOM) systems
- Antenna systems

(A list of representative equipment is included as Appendix A.)

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The contract also requires logistics support analysis and warehousing operations, for PSEP repair parts and LRU's, Light Tables, and other existing and newly procured assets under the Virtual Intelligence Projection Equipment Reserve (VIPER) program. Other services provided includes all logistic assistance that INSCOM provides on behalf of these and other QRC/RRC efforts.

These services include but are not limited to:

- Stock
- Store
- Issue
- Property Accountability
- Design
- Prototype Fabrication
- Maintenance
- Engineering
- Configuration Management
- System Integration
- Packing
- Crating
- Shipping
- Training and Deployment.

Additionally, the contractor shall provide comprehensive life cycle logistics, maintenance, quality assurance, flyaway support, and engineering for all employed systems including the:

- Security systems
- Light Tables
- MASINT Systems and subsystems
- TROJAN system and subsystems
- TROJAN Air Transportable Electronic Reconnaissance System (TATERS)
- Special Purpose Integrated Remote Intelligence Terminal (SPIRIT)
- Lightweight Integrated Telecommunications Equipment (LITE)
- Satellite Communications INTELSAT/DSCS Nodal Subsystem (SCINS)
- Designated ancillary equipment and switching facilities
- Fixed site TROJAN assets
- Fielded transportable Sensitive Compartmented Intelligence Facilities (SCIFs)
- Specified Airborne assets
- Other Ground-Based Intelligence System Prime Mover assets

The Contractor is required to develop, maintain, and/or review management plans, technical reports, inventory lists, drawings, specifications, Acquisition Logistics Support Plans (ALSP) and other logistics related documentation, quality assurance documents, training plans, and other documentation as necessary. In support of these functions, the Contractor is required to support Government and non-government systems and facilities worldwide. Worldwide travel is required.

Network Management. Based upon manpower studies and recommendations and when moved under INSCOM responsibility, the contract may, at some time in the future require the contractor

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to provide Network Management and Technical Control of TROJAN Command and Control Switching Systems and subsystems including the TROJAN Data Network (TDN) and the TROJAN Digital Voice/Data Reporting Network.

TROJAN Data Network (TDN). The TDN is a router based Wide Area Network (WAN) consisting of electrically and physically separate subnets, TDN-1, 2, 3, and TDN-0. TDN 0 is unclassified, TDN-1 is a secret data network; TDN-2 and TDN-3 are TS/SCI data networks. The TDN overlays the circuit switched TROJAN Digital Voice/Data Reporting network, thus providing a global WAN with centralized network and systems management control.

Anticipated TDN Support Tasking: Tasking would include the requirement to analyze, troubleshoot, maintain, and operate computers for the TROJAN Data Network (TDN), including the requirement to develop/modify and implement computer software. The contractor would manage router security, WAN loading analysis, TROJAN Data Network Internet Protocol addresses, remote LAN monitoring, and local servers for all networks within the TROJAN Network Control Center (TNCC). The contractor would also provide TDN network design, modification, and enhancement services. The Contractor would install, configure, integrate, and maintain systems modifications for all automated equipment and communications devices belonging to the TNCC's at Fort Belvoir, Virginia and Fort Bragg, North Carolina.

Anticipated TNCC Operation tasking: Tasking would also address the requirement to manage total on-site technical services necessary to ensure the continuous 24/7 operation, maintenance, and optimization of the TDN networks, including 24/7 staffing of the TNCC. The contractor would operate the TNCC to provide end-to-end network and system management of TROJAN data networks; TROJAN Data Network Internet Protocol address management; remote LAN monitoring; local server management for all networks within the TNCC; Configuration Management; WAN loading analysis; router security management; Troubleshooting and repair of Network problems and outages; and preparing necessary documentation for the COR/ACOR detailing actions taken.

Objective.

The primary objective of this GENESIS II contract is to procure the requisite:

- System and facility Maintenance
- Data Analysis
- Electrical, Mechanical (HVAC), Software, Environmental and Facility Engineering
- Program and Project Management
- Portal Maintenance and Management
- Station Planning
- Programming
- Budget Management
- Computer Aided Design Drafting & Space Management
- Site Surveys
- Software Enhancement and Revision
- Prototype Development and Fabrication
- Testing
- Fielding
- Integration

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- Warehousing
- Maintenance
- Training
- Environmental Assessments
- Custodial
- Transportation and Logistics Support Services

That is flexible enough for application to a variety of time sensitive and operationally critical materiel and mission support efforts in a military environment.

The secondary objective is to establish a highly skilled team of contractor technical and subject matter experts to augment military personnel and Government civilians. This integrated high performance team will provide the requisite skills, specialized training, expertise, and expert technical background to ensure maximum mission system and facility operational capability and availability.

GENESIS II must then:

- Provide the types of support services discussed above on lightweight, portable, scientifically advanced, and classified one-of-a-kind MASINT, airborne and ground-based military reconnaissance and intelligence collection and production systems deployments, contingency operations, hostilities, QRC and RRC scenarios and settings, or other unusual situations worldwide.
- Provide the skills and technical expertise needed to develop, fabricate, test, field and operate large, land and airborne intelligence systems that are technologically advanced and complex.
- Total support to ensure 24/7 operational capabilities for the intelligence systems, subsystems, and ancillary equipment, ADPE, facilities, support equipment and devices at designated INSCOM units worldwide. Facilities Engineering and Facilities Planning Engineering for the HQ INSCOM Building and for current and planned US Army and National Intelligence Facilities, including Environmental Engineering support, as required. In some cases, this may include provision of custodial services.
- Maintenance and logistics support for Critical Airborne Intelligence collection and support assets.
- Maintenance and logistics support for Critical Ground-Based Intelligence collection and production systems and their associated prime mover and system carrier assets that operate in support of the Intelligence Mission.

C.3.1 Performance Work Statement (PWS):

This PWS sets forth the performance objectives required to provide INSCOM contracted project management support in performing Task Orders (TO) describing the management and technical services supporting the GENESIS mission. Each task and subtask will follow this format:

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C.3.2 Performance Requirements.

Performance requirements are described as performance objectives, measures, standards and deliverables in the following manner:

Performance Objective. A statement of the required outcome or results, or “What” the Government wants.

Performance Measure. The critical characteristics of the objective that will be monitored by the Government.

Performance Standard. The targeted level or range of levels of performance for each performance measure, relating to the Acceptable Quality Level (AQL) for the objective.

Deliverable. Any product or report specified as part of the output of a performance objective. Any such deliverable will also be included in **section C.5.4 of this PWS at Table 2.**

Critical Performance Objectives: Those Performance Objectives that also carry Performance Measures and Performance Standards are tasks are considered Critical. See also Technical Exhibit C and Table 3 of this document for the Performance Requirement Summary (PRS) of all the Critical Performance Objectives.

Note: Not every performance objective in this contract has a related performance measure or standard. However, every performance objective is a contractual requirement. For those performance objectives that do not specify a measure or standard, the measures and standards that apply are in accordance with standard commercial practices.

C.4 Background

The requiring activity is HQ INSCOM, Fort Belvoir, VA with the Assistant Chief of Staff, G4, Logistics, designated as the Executive Agency with administrative and performance oversight of the contract.

GENESIS Life-Cycle Maintenance, Engineering and Facilities Support Requirement

The government requires contracted assistance to provide required mission support services at INSCOM’s strategic and tactical sites, at other DOD and national intelligence agency sites, and at other INSCOM supported fixed, tactical, and contingency sites/units worldwide. The current GENESIS contract (DASC01-00-D-0007) replaced three predecessor contracts (TROUBLESHOOTER, TROJAN, and the Bad Aibling Station Support Contracts). This new procurement for GENESIS II includes all validated requirements from the original GENESIS contract (DASC01-00-D-0007) and new mission and mission support requirements resulting from world order changes prior to and following the September 11 2001 attacks. The new GENESIS II contract is to procure total support services which shall include the requisite management and technical expertise needed to provide operational, program management, safety, custodial, aviation oversight, logistics, life cycle maintenance engineering, prototype development and fabrication, systems integration, new systems installation and training, QRC deployment, transportation services, diagnostic and operational testing, repair, training, fielding, warehousing, environmental, facilities and installation support. These services will be provided for lightweight, portable, scientifically advanced, one-of-a-kind or limited production airborne reconnaissance and support systems, ground-based electronic intelligence collection and production systems, associated mission support equipment, their prime movers and system carriers, tactical environmental control units, tactical power generation systems, Light tables,

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MASINT, mission and troop support facilities and surrounding grounds, installation infrastructure, fixed station power generation and environmental control systems, security systems, fire detection and suppression systems, erosion/flood control systems, and other mission system and site ancillary equipment at HQ INSCOM and at INSCOM and INSCOM-supported units/sites worldwide. GENESIS II will incorporate complete logistics planning and programming; software development, programming and modification; hardware design and integration; network management and technical control of mission equipment. This contract is neither intended for nor oriented toward manufacturing or production of new hardware.

C.5 Operating Hours/Principal Period of Maintenance

Monthly Service under this contract is defined as full-time (8-hour per day per individual) full-manning service during the normal duty operating hours of 0730-1630 Monday through Friday, 52 weeks per year at all locations. However, at some locations, 24-hour per day, 7-days per week (24/7), 365 days per year support for designated mission essential or critical operations systems (see paragraph **C.5.1.4.22.11**) as identified at Appendix A of this document and further detailed in the associated Delivery Orders (DO) is required.

Telecommuting or “work at home” is not authorized under this contract. The employees’ place of duty shall be at: 1) a Government owned or leased facility, supporting the requirements of this PWS; or 2) a contractor owned or leased facility, supporting the requirements of this PWS. Under most circumstances, 0730-1630 will also be the Principal Period for Maintenance (PPM). Each supported unit/site may have different core hours for the dayshift and, based on mission requirements, the PPM may vary from site to site. Contractor duty hours shall be established to incorporate the site-specific PPM into the regular work schedule and shall not be changed unless approved, in writing, by the on-site ACOR. Those with current PPM different from above are designated in Appendix A.

A normal workweek is 40 hours of work performed per individual. When on-call service requires work in excess of 40 hours per week, the work schedule will be adjusted on an as needed basis (i.e., one week may equate to 60 hours and the following week would only require 20 hours in order to meet the mission requirements). If and when on-call service requires work in excess of 40 hours per week, the time off adjustment (Compensatory Time, or Comp Time) shall be administered as soon as possible but not later than 45 calendar days following the affected workweek under normal circumstances, or unless incurred during unusual circumstances such as war, terrorist activity, declared emergency, contingency operations, or military exercise. The time off adjustment shall be coordinated with, and approved by, the on-site ACOR. Time off adjustments shall not be accrued for use as vacation time and will not exceed 24 hours per month per individual. The hours expended by Contractor personnel must reflect all individual leave, compensatory leave, holiday leave, temporary duty (TDY) and training (to include duty with the Armed Forces Reserves or National Guard).

Mission Essential/Critical Operations. The Contractor shall maintain a 24-hour per day, 7 day per week operation in areas designated by the Government as critical. In those areas, designated systems will require 24 hour per day coverage by Contractor personnel. In support of mission and mission support facilities as well as Mission Essential or Critical Operations, paragraph **C.5.1.4.22.11**, members of the facilities support staff and the software and hardware maintenance staffs shall be required to respond to emergency trouble calls or maintenance requests during off-duty hours including in excess of eight hours per day, and on weekends and holidays. If

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Contractor personnel report during off-duty hours at the request of the Government, the Contractor shall provide the site ACOR written notification of the event at the beginning of the next normal business (working) day. This notification shall identify the Government employee that requested the support; the time worked, and provides details of the problem(s) and how it was resolved or what still needs to be done to resolve the problem. Extended work hours may be authorized on a case-by-case basis by the COR per Section H, Special Contract Requirements, paragraphs H.4 and H.5. Maintenance required outside the Principal Period of Maintenance (PPM) will be requested in accordance with a telephonic notification plan established by the Contractor and agreeable to the Contractor and the Government. A partial list of equipment and capabilities requiring 24/7 support is provided at Appendix A.

The Contractor is responsible for performing scheduled and unscheduled maintenance and implementing engineering changes on a 24-hour a day, 365 days per year basis including service calls and emergency call back service. Except during declared emergencies or contingency operations, management, administration, and logistics support shall be provided on an eight hour per day, five-day per week basis.

QRC/RRC Deployments. The Contractor shall provide personnel and materiel support to Contingency Operations and QRC/RRC deployments in support of National Security Requirements. After normal duty hours, the Program Manager and on-call Contractor maintenance personnel are required to respond to telephone and pager calls within 30 minutes. The Contractor shall provide all personnel required to manage and implement the tasks prescribed in **Paragraph C.5.1.5** of this PWS during QRC/RRC deployments.

C.5.1 Labor Categories. The Contractor shall identify each proposed labor category as either Exempt or Non-Exempt. Note: Personnel assigned to OCONUS locations are not subject to the Fair Labor Standards Act.

C.5.2 Contractor Passports and Visas. Contractor personnel that travel or deploy in a TDY status as well as those assigned to OCONUS locations are required to have a Tourist Passport. Official Government Passports may be required at some locations and will be issued to Contractor personnel deploying to those locations. Visas may be required to travel to some locations. The Contractor shall prepare all required documentation for passports and visas and process these documents through the appropriate Government agency and Embassy. The Government will issue a Government Civilian ID/Geneva Smart Card to Contractor personnel assigned to OCONUS locations and to those required to travel or deploy in a TDY status. The Contractor shall provide the Government all required information to facilitate processing Country and Theater Clearance requests.

C.5.3 Security Clearance Requirements: Additional requirements specified in Section H, Special contract Requirements, paragraph H.23.

Physical Security: Security of Contractor Facilities. The Contractor's facilities shall be certified and approved for storage of classified materiel and materials. The Contractor shall provide a Sensitive Compartmented Information Facility (SCIF) to facilitate technical discussions or mission briefings and conferences that could have a classification level of up to Top Secret/Sensitive Compartmented Information (TS/SCI) and for analytical work and use of non-TEMPEST certified computer systems. The Contractor shall maintain facility security and

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provide appropriate access and document controls. A Temporary Secure Work Area (TSWA) may be required in order to store or perform maintenance on SCI materiel.

Personnel Security Clearances. An integral part of the manning requirements includes the requirement for a security clearance. Strict adherence to the policies and procedures governing security clearances is required. Contractor personnel employed on this contract shall be U.S. citizens and have a final TOP SECRET (TS) clearance with Special Background Investigation (SBI) and shall be eligible for indoctrination to Sensitive Compartmented Information (SCI). The Contractor shall also be responsible for ensuring the availability of eligible personnel for positions/functions that require polygraphs for certain categories of SCI.

IAW DIAM 50-5A the Cognizant Security Authority (CSA) is the US Army Special Security Group, ACSI, DA. Refer to USASSG (short title) on the DD Form 49. The supporting Special Security Office (SSO) is the US Army Contract Support Detachment-East (CSD-E), Alexandria, Virginia. The Contract Monitor (CM) or COR is a representative of Headquarters, US Army INSCOM, ACofS, G4, Mission Support Division (MSD).

C.5.4 Physical Security Enhancement Program (PSEP)

PSEP comprises two categories of physical security for control of facilities and workspaces.

The first category is physical security surveillance and encroachment monitoring and warning systems. This system comprises motion, sonic, pressure, and photo- electric detection systems, integrated into a central computer system. Surveillance is accomplished through CCTV, through a monitoring capability that reflects detection alarms and CCD camera display for security personnel.

The second category is access control, which processes and controls access to areas limited by badge reader, proximity, and ciphered control. Entry is controlled through network computer controlled turnstiles and entry devices. This system is presently covered under the DIA approved CONFIRM system, and remotely monitored through security channels. Performance objective for the Physical Security Enhancement program stated in paragraph **C.5.1.4.12.**

Bad Aibling Station, Germany

At Bad Aibling Station the physical security system consists of an entry control system (ECS) and an intrusion detection system (IDS).

The ECS is a proprietary system called CONFIRM and is centrally managed by the National Security Agency. The system is comprised of several computers for database servers, a network controller system, a badging system, mechanical turnstiles and badge readers. The badge readers use magnetic strip and proximity badges to record and restrict access to various areas at the Bad Aibling Station. NSA controls the hardware and software configuration while the end-users are responsible for maintaining and ordering consumable supplies.

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The IDS is a commercially available system manufactured by Logiplex. It uses balanced magnetic switches on doors and windows and passive infrared sensors for motion detection in rooms and hallways. This system is installed at Bad Aibling Station. When the system fails at BAS, an armed guard must be posted immediately inside the QRF arms room. If the system is down for more than two hours roving armed patrols must be established within the Station. (The guards are unit responsibilities but illustrate the criticality of the IDS system)

C.5.5 Access to Facilities:

All Contractor personnel assigned to or visiting CONUS or OCONUS locations (including during the Phase-In period) shall have a TS clearance with a Special Background Investigation (SBI) and be indoctrinated for SCI. Refer to Section H, Special Contract Requirements, paragraph H.23 for additional requirements and information.

C.5.6 Contingencies:

This is a "Wartime Critical Contract" and the provisions of DODI 3020.37, Continuation of Essential DOD Contractor Services During Crisis; AR 715-16, Army Contractors on the Battlefield; DA PAM 715-16, Contractor Deployment Guide; and FMs 100-10 and 100-10-2 apply. For Contractor employees assigned to the Republic of Korea, the provisions of HQ USFK, Assistant Chief of Staff, J4's December 14 1999 memorandum also apply. The continuation of DoD Contractor services during crisis situations is essential to the successful completion of INSCOM's contingency mission(s). Refer to Section H, Special Contract Requirements, paragraphs H.16, H.17, H.30

C.5.7 Engineering and Technical Personnel:

All Contractor technical and engineering personnel shall be fluent in the English language and have the ability to read, write, and comprehend technical documentation to include schematics, wiring diagrams, blueprints, flow charts, logic diagrams, etc., written under the American National Standards Institute (ANSI) standards that were prepared under this contract or used in support of this contract. All engineers and technicians assigned to short tour areas shall be required to perform component level repair functions. All personnel must have demonstrated experience in using computer software in their respective jobs.

Engineer Basic Education: The basic qualification for Engineers is a Bachelor's Degree in Engineering from an accredited college or university. A BS in Engineering Technology (BSET) with five (5) years qualified experience will be considered.

Technical and Engineering Experience: Total qualifying experience for the Contractor's technical/engineering personnel must include a minimum of 2 years demonstrated DOD strategic/tactical system level integration experience of non- developmental items (NDI). This qualifying experience shall have been achieved within the past five years.

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C.5.8 Contractor Quality Assurance (QA) Program: The contractor shall be ISO 90001/9002 certified.

C.5.9 CAGE Codes and DODAACs :

The Contractor shall obtain CAGE Codes and a DODAAC for each operating location, i.e., Springfield, VA; Fort Bragg, NC; Fort Gordon, GA; Fort Bliss, TX; Draper, UT; Camp Humphreys, Korea; Darmstadt, Germany; Bad Aibling Station, Germany; etc., to facilitate use of military shipping/transportation services. Refer to Section H, Special Contract Requirements, paragraph H.22 for additional information.

C.6 Definitions, Abbreviations, Acronyms: See Appendix B

C.7 Government Furnished Material/Property/Facilities.

Refer to Section H, Special Contract Requirements, paragraph H.37 for specific requirements.

Representative Systems, Facilities, and Equipment Supported Items List: Support requirements include coverage of mission and support systems, equipment and facilities at fixed, mobile, and tactical sites. See Appendix A

C.8 Contractor Furnished Items:

The Contractor is required to supply its personnel with personal safety equipment (safety shoes, hard hats, ear and eye protection, coveralls, gloves, back braces, safety belts, climbing harnesses and other climbing gear, etc., as appropriate). The contractor shall provide Automated Data Processing Equipment (ADPE) and software, reproduction equipment, typewriters, bar code scanners, calculators, office/warehouse space, tool kits, workbenches or workstations, and all required TMDE, and office supplies required to perform the requirements of the GENESIS II WS, which is not intended to be GFP. Refer to Section H, Special Contract Requirements, paragraph H.38 for additional requirements.

C.9 Specific Tasks

C.9.1 Work Breakdown Structure (WBS) (Tasks/Performance Objectives).

The following Work Breakdown Structure (WBS) is proposed by the government as a Preliminary WBS (PWBS), for purposes of the Contractor Proposals. The Offerors are encouraged to propose a structure that takes advantage of the management structure and capabilities of the potential contractor's management and technical strengths, and that provides effective and efficient cost accounting against specific tasks. The proposal shall illustrate effective management span of control for the least risk to each task, and that allows for effective planning and tracking of individual project tasks within the overall contract. Once accepted by the government, the winning contractor's WBS will be made part of the contract.

This structure is the format within which the primary management and functional Task Areas under this effort are to be performed and within which the Performance Objectives, Measures, Standards and Deliverables are stated. It further represents major headings under which planning, execution, cost, schedule and performance management are to be presented by the contractor in its management plan and, except for Program Management, under which tasks will be issued by the government. As with any WBS approach, there is the possibility of successively lower and lower levels of management oversight and insight. Program Management is

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considered Level 1. Task areas 1.1 through 1.7 are considered a Level 2 breakdown of work on this contract. Deployment tasks, among others, as shown are considered Level 3 of the work breakdown. Each task area is to be planned, executed and managed separately, to include cost and schedule tracking. Unless otherwise required for risk management, each task area's management planning and cost accumulation will be reported to the government no lower than level 2 or 3 (e.g., individual deployments) of the WBS.

<u>WBS Task Area</u>	<u>PWS</u>
1.0 Program Management	C.5.1.1
1.1 TROJAN/Asset Maintenance	C.5.1.2
1.2 Facilities Engineering	C.5.1.3
1.3 World-Wide Site Support	C.5.1.4
1.4 QRC/RRC Deployment Logistics	C.5.1.5
1.4.1 Deployment No. 1	
1.4.2 Deployment No. 2	
1.4.3 Deployment No. 3	
1.4.4 Etc.	
1.5 Airborne Asset Maintenance Support	C.5.1.6
1.6 Other Ground-Based Systems and Prime Mover Support	C.5.1.7
1.7 Additional (Reserved)	C.5.1.8+

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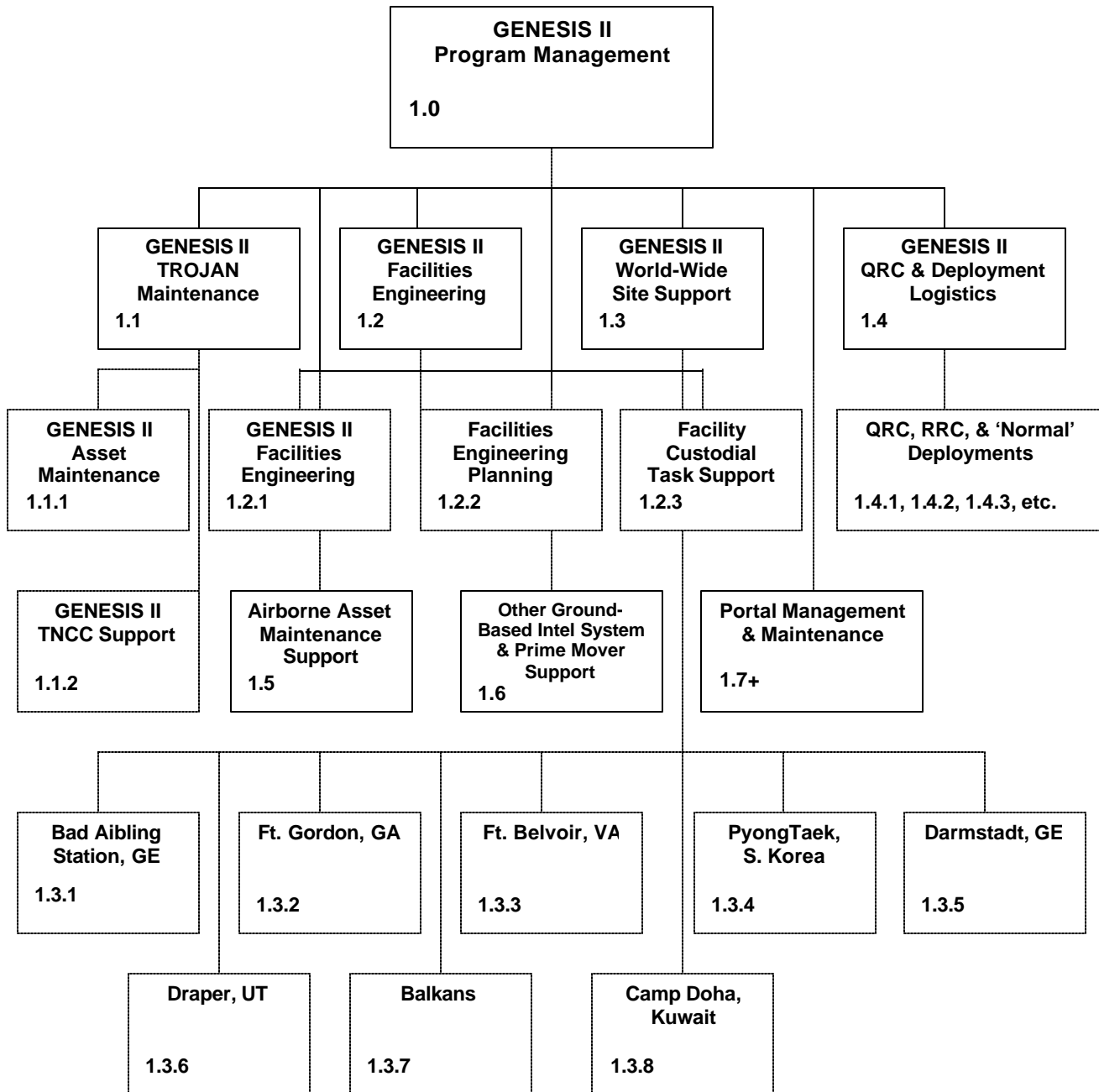


Figure 1: GENESIS II Work Breakdown Structure

Program Management: Task Area 1.0

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C.9.2 Program Management:

C.9.2.1 Performance Objective.

The Contractor shall provide Program Management of all functions in this contract, to include: task planning, preparation and execution; resource management; cost, schedule and task performance oversight; risk management; quality assurance; reporting; budget management and reporting; strategic planning; situation assessment and recommendations; and, anticipatory support as required. The contractor shall manage all task areas effectively to meet Performance Objectives at the Acceptable Quality Level stated within each. The contractor shall provide the proper mix of skills and skill levels to perform the task(s) at hand correctly the first time; tasks that are often time constrained, and often requiring immediate or Quick Reaction response. The nature of rapid and immediate response also requires a high level of contingency planning and readiness. The primary consideration is always timely and effective operational mission support across the broad range of mission requirements defined by the task areas. Cost objectives will be set for each task area as part of integrated planning by the government and the contractor. Contractor initiative and flexibility to manage the overall program within the resources (time, personnel, funds, equipment) available for all task areas will be the key to success.

The Contractor shall provide at all times a Primary Program Manager (PM) who shall be the primary point-of-contact (POC) for all GENESIS contractual matters. The PM shall be responsible for overall management of the contractual effort, including management of engineering, training, technical services, maintenance, logistics, warehousing operations, analytical services, system administration, and other functional areas. The PM shall also be responsible for task management, materiel management, and supervision of employees, strategic planning, resource allocation, and interface with other Contractor or Government personnel. There shall be a named Alternate Program Manager (APM) who will be empowered to act in the absence of the Primary Program Manager. The PM responsibilities may from time-to-time include representing the interest of the Government at specified meetings, briefings, conferences, seminars, progress reviews, etc.

C.9.2.2 Performance Measure:

The success and effectiveness of the contractor's performance in this task area will be measured by the aggregate success in meeting performance objectives at or above the acceptable quality level for all other tasks.

C.9.2.3 Performance Standard: All tasks delivered on time and within budget guidance.

C.9.2.4 Deliverable: As described within this WS.

C.9.3 Management Information System:

C.9.3.1 Performance Objective:

The contractor shall develop and provide to the government on-line access to a developed portal environment that encompasses Program Management Information System Database that shall document each critical performance objective of this contract and the outcomes of the performance of the performance objectives tasked through the contract. An environment for electronically shared documents. Critical performance objectives are those that have a stated performance measure and performance standard. The deliverables for all tasks required by this contract shall be managed through the G4 Portal. Hard Copy paper deliverables may be required for briefings, drawings, space management floor plans and presentation graphics, and specified

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engineering reports required for presentation to Senior Command and DOD leaders and Congressional committees. All other task unless specified shall be posted to the G4 Portal with an e-mail notification memo to the contracting office, the COR and the cognizant action officer for each task.

C.9.3.2 Performance Measure: No mission failures due to logistics

C.9.3.3 Performance Standard: All tasks delivered on time and within budget guidance.

C.9.3.4 Deliverable: As described within this WS.

C.9.4 QRC /RRC/Critical Maintenance Asset Support Purchases:

C.9.4.1 Performance Objective The Contractor shall provide rapid asset purchase approval and acquisition at or below the PM level for this contract to meet QRC/RRC and Critical Maintenance Asset purchase or replacement requirements in a timely manner.

C.9.4.2 Performance Measure. Time taken to approve. Time taken to acquire.

C.9.4.3 Performance Standard. 6 hours for approval, 95% of instances for QRC, but not exceeding 10 hours; 10 hours for approval, 95% of instances for RRC and Critical Maintenance Assets, but not exceeding 14 hours. Acquisition: 1 business day for assets identified on the Contractor's Deployment Readiness Plan (see C.5.1.5.1.3); 2 business days for assets not identified on the Contractor's Deployment Readiness Plan.

C.9.4.4 Deliverable: N/A

C.9.5 Planning and Programming Support:

C.9.5.1 Performance Objective. The Contractor shall prepare and provide to the Government GENESIS II related personnel and financial reports on a monthly basis to support the INSCOM planning, programming, budgeting and force development processes. The purpose of the monthly report shall be to ensure that sufficient personnel are positioned to support anticipated tasking and that sufficient funding as well as track expenditures by specific cost, and material assets are available for the same. The Contractor shall also review documents provided by the Government to determine technical, logistics, engineering, budgetary, and operational impacts on INSCOM and its supported customers. The Contractor shall examine requirements, ILSP's, CLS, MFP, and equipment fielding and authorization documents and provide analysis of unit and/or headquarters structure and equipment vis-à-vis current and planned missions (Ref. C.5.1.2.2). This may require interface with other MACOM's or agencies charged with allocating labor and equipment to INSCOM.

The contractor will provide all Depot level maintenance workload distribution cost data to the government on a quarterly and annual basis. This requirement is outlined in the DEPOT MAINTENANCE WORKLOAD DISTRIBUTION REPORTING PROCEDURES prepared by the Office of the Deputy Chief of Staff For Logistics DALO-SMM, dated 5 May 01 and ACTION MEMO from the Assistant Deputy Under Secretary of Defense for Maintenance Policy, Programs and Resources, dated 9 January 2002. The Depot level maintenance workload distribution cost data will be used by INSCOM to report the actual obligations for depot-level maintenance cost information to DALO-SMM to be incorporated into the Army's report to

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DOD. The following examples, but not limited to, of depot level maintenance cost data requirements that will be reported:

The overhaul, rebuilds, and repairs of military equipment and components, regardless of commodity.

Reclamation and testing of equipment at depots.

Modification and upgrade of military materiel.

Technical Services in direct support of depot maintenance.

Interim contractor support and contractor logistics support to the extent that it involves depot-level maintenance.

Maintenance of tactical software and diagnostic software.

Organic Depot Direct Sales to Private Industry.

Warranty costs.

Government-furnished material supporting maintenance performed by contract employees is counted as part of the cost of the services “contracted for performance by non-Federal personnel”

Maintenance performed by non-Federal personnel assigned to work on government-owned, government-operated installations or government-owned, contractor-operated plants will be reported as “contracted for performance by non-Federal personnel”.

Reporting frequency: The reporting of depot-level maintenance and repair is a continuing requirement. Activities need to collect the data on a real-time basis to meet quarterly and annual reporting requirements. The Government will establish due dates for programming and budgetary inputs each year at the beginning of the contract year.

The contractors cost and accounting system shall be capable of tracking multiple ACRNS and CLINS. The monthly report shall depict by ACRN/CLIN the funds available, monthly burn rate, and estimated cost to complete for each ACRN and CLIN. This data shall also be available to the government on the G4 portal for review and shall reflect current cost data.

C.9.5.2 Performance Measure:

On time delivery of monthly, Quarterly, and annual reports, document reviews on equipment fielding, authorization documents, system and operational readiness issues, TM's TB's, AR's, SB's, civilian manuals, tasked reviews/reports, and annual programming and budget projections with supporting analysis.

C.9.5.3 Performance Standard:

Within one working day of due date established by Government, given no changes to requirements from the Government. No errors are acceptable in financial and operational readiness data.

C.9.5.4 Deliverables:

Monthly Support Activity Report posted to the portal of both recent and projected support requirements; Quarterly and Annual Depot Maintenance Workload Distribution budget Reports, Annual Report of planning, programming and budget analysis, projections and recommendations, provide final written review reports on equipment fielding, authorization

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documents, system and operational readiness issues, TM's TB's, AR's, SB's, and civilian manuals.

C.9.6 Clearance Management:

C.9.6.1 Performance Objective:

The contractor shall provide persons with the necessary clearances for initial support at award and for timely replacement of personnel such that there is minimum impact on Mission performance. See Section H, Special Contract Requirements, paragraph H.23.

C.9.6.2 Performance Measure:

Time to fill initial positions with personnel with appropriate clearances. Time to replace personnel with others possessing the appropriate clearance.

C.9.6.3 Performance Standard:

Replacement personnel with appropriate clearance shall be provided within 14 working days.

C.9.6.4 Deliverable

C.9.7 Technical Expert Status Accreditation (TESA) Approval:

C.9.7.1 Performance Objective:

The Contractor shall develop and manage a process to obtain timely approval for persons requiring TESA classification (Germany) or Host Country Approval.

C.9.7.2 Performance Measure:

Time required to submit error free TESA applications for COR approval for personnel requiring TESA or Host Country categorization to be able to work at their intended duties and provide mission support.

C.9.7.3 Performance Standard:

C.9.7.4 Deliverable

Same day new and or replacement personnel report for work to be billed against the contract. Application must be error free and accepted by the HQ USAREUR DOCPER and German Government for German Applications. Korean applications must be error free and accepted by the HQ Eighth US ARMY.

C.9.8 Budget Management and Cost Control:

C.9.8.1 Performance Objective

The Contractor shall provide realistic and accurate budget projections, status report, and budget expenditures of anticipated actual costs elements for each element at Levels 2 and 3 of the WBS on an annual basis. These projections will be tracked by cost elements. The Contractor shall manage costs to avoid and/or minimize cost overrun of element target costs. For short term, (unknown costs) for such efforts as deployments and flyaway support, the Contractor's planning

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process shall accurately forecast costs within the bounds of stated requirements and these shall be reflected in the appropriate activity plans and financial reports.

The contractors cost and accounting system shall be capable of tracking multiple ACRNS and by site CLINS some of which will be incrementally funded. The monthly report shall depict by ACRN/CLIN the funds available, monthly burn rate, and estimated cost to complete for each ACRN and CLIN. This data shall also be available to the government on the G4 portal for review and shall reflect current cost data.

C.9.8.2 Performance Measure:

Actual cost observed against projections.

C.9.8.3 Performance Standard:

C.9.8.4 Deliverable:

No cost over runs in any CLIN or ACRN as reported each month . This shall equate to an annual Fiscal year.

C.9.9 Graphics, Presentations and Briefing Support

C.9.9.1 Performance Objective: Support shall be provided to develop, update, revise and enhance the G4 PowerPoint briefings, organizational/program pamphlets and Staff presentations, Senior Command and DOD, Leadership and Congressional presentations and briefings, project presentations and briefings, training materiel, automated training aids, project management presentations and Portal dashboards. Graphics support shall also be used to label workstations, work areas and facility rooms as required to support space management objectives of this Work Statement. Graphics shall operate through portals, supporting both program management and engineering or site-specific requirements, as well as producing training materials.

C.9.9.2 Performance Measure: Response to tasking time. Timely, accurate professional Quality presentations, briefings, project management plans, pamphlets and training materiel. Products shall be developed using Microsoft software, which are the INSCOM standard software products and tools.

C.9.9.3 Performance Standard: All Graphic, presentation and briefing data will be 100% accurate and delivered within the time established in the task.

C.9.9.4 Deliverables: Presentations, briefings, project management plans, pamphlets and training materiel provided in hard copy and digital copy posted to the G4 portal.

C.9.10 Stationing Project Management, Realignment and Support:

C.9.10.1 Performance Objective:

The Contractor shall conduct site surveys to facilitate the below listed activities, and shall prepare and submit required technical plans for the stationing (activation, closure, drawdown, transfer, etc.) of INSCOM units/sites worldwide. The Contractor shall prepare analyses that will become part of the Government stationing decision process. For each site survey, the Contractor shall develop and provide in a comprehensive Site Stationing Report, containing:

- Detailed Site Survey Report
- Stationing criteria
- Alternatives
- Manpower estimates and requirements

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- Equipment requirements
- Space requirements
- Base operation requirements (BASOPS)
- Cost estimates
- Feasibility studies
- Timelines
- Logistics Systems Interfaces for Force Modernization
- Documents required by U.S. Army Stationing and Realignment regulations (Ref C.6.1.4.1)
- Project Management Plan to execute Stationing addressed

C.9.10.2 Performance Measure:

On time delivery of presentations, project plans, studies, Microsoft milestone project timelines, and tasked reviews/reports, and annual programming and budget projections with supporting analysis. Project plans must depict time/phase sequenced executable milestones.

C.9.10.3 Performance Standard:

Two weeks from tasking date. All deliverables to be maintained current on the G4 portal. Updates shall be provided as milestones and planning information changes.

C.9.10.4 Deliverables:

Site Stationing Report, Microsoft Project plans, trip reports and special study analysis reports as required by mission circumstances.

C.9.11 TROJAN Maintenance: Task Area 1.1

The entire TROJAN CLASSIC AN/FSQ-144(V) and TROJAN CLASSIC XXI family of systems, subsystems, and support equipment is inclusive of, but not limited to the TROJAN Air Transportable Electronic Reconnaissance System (TATERS), STEAMROLLER, CROSSFIRE, ROADWARRIOR, the Virtual Intelligence Projection Equipment Reserve (VIPER) and the Lightweight Integrated Telecommunications Equipment (LITE), TROJAN Mobile Remote Receiving System (TMRRS), designated ancillary equipment, switching facilities, fixed site TROJAN facilities and transportable SCIFS.

C.9.11.1 Performance Objective – TROJAN Fleet Support:

The contractor shall maintain the INSCOM fleet of TROJAN Systems in a high state of readiness, both on station, in depot or in deployed locations, to include systems that soldiers are the primary maintainer.

C.9.11.2 Performance Measure:

Mission availability of systems

C.9.11.3 Performance Standard:

Fleet requirements for TROJAN System Readiness will have a Fully Mission Capable (FMC) Rate of 85% for each system, which is reported monthly.

C.9.11.4 Deliverable:

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Monthly FMC TROJAN System Status Reports for each system.

C.9.12 TROJAN Fleet Support Analysis:

C.9.12.1 Performance Objective :

The contractor shall perform an initial analysis, within thirty (30) calendar days of contract award, of:

1. Known and likely tasking for current period (current past month, immediate next month, immediate next quarter) and for the long term (next 12 months);
2. Projected asset logistics flow to and from supported locations, depot location, and other locations;
3. Required asset availability to meet these needs; and,
4. Required personnel needed to support the tasking.

This report shall be updated monthly by addressing changes to information in previous month's data, and the impact of those changes. This report shall also include once established, pertinent data from the contractor's RAM Program (Ref. C.5.1.2.8), showing the relationship between assets, spares, readiness and availability rates, and tasking support. The contractor shall also develop an Asset Availability Plan that shall specifically address the ability and actions necessary to meet actual and contingent needs. The Plan shall be updated monthly.

C.9.12.2 Performance Measure:

Accuracy of analysis.

C.9.12.3 Performance Standard:

All Reports will be 100% accurate.

C.9.12.4 Deliverables:

TROJAN Fleet Analysis Report; TROJAN Availability Plan.

C.9.13 G4 Forward Support Activity:

C.9.13.1 Performance Objective:

The contractor shall establish G4 Forward Support Activity(s), which will provide support to TROJAN Systems in both CONUS and OCONUS locations and bear regional responsibility for providing complete life cycle logistics, engineering and maintenance support for the TROJAN Program. TRISA staff shall provide TROJAN technical support during QRC/RRC actions, contingency operations, training exercises, or other unusual operations, as well as for normal peacetime operations. G4 Forward Support Activities tasked by the PMO shall also conduct site surveys; provide research, design, prototype and interface fabrication; provide training; pack/unpack, ship, install, setup, initialize and integrate TROJAN mission and support equipment into designated intelligence communications networks; perform acceptance or pre- and post-integration tests of the installed or reconfigured equipment; maintain, align, repair, de-install, and reconfigure the entire TROJAN CLASSIC AN/FSQ-144(V) and TROJAN CLASSIC XXI family of systems, subsystems, and support equipment. (See Figure 2. G4 Forward Concept, p.23)

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The contractor shall support the TROJAN External Standing Operating Procedures (TESOP) that describes the required structure, procedures and responsibilities for TROJAN Units and the required Contractor support services. The current TESOP version available is January 2001 and is updated on an as required basis.

A G4 Forward Activity should be considered as one of the work centers within an intermediate depot activity rather than being considered or treated as a separate entity. Contractor personnel assigned to perform TRISA support functions may, depending on INSCOM mission priorities, be utilized to provide support to other areas. Likewise, contractor personnel assigned to other areas may, based on INSCOM mission priorities, be utilized for TROJAN support when required.

G4 Forward Activities are currently established in Salt Lake City, UT; Pyong Taek, Korea; at multiple sites within Kosovo; Doha, Kuwait; Darmstadt, Germany; and at Fort Belvoir and Springfield, Virginia. Given the dynamic nature of the TROJAN program, there is always a possibility that additional G4 Forwards may be established or existing G4 Forwards may be relocated in answer to mission support requirements.

TROJAN electronic mission equipment maintenance shall be performed for TROJAN unique and modified Commercial Off-The-Shelf (COTS) equipment/systems without reliance on the Army Wholesale Supply Support System.

In addition to TRISA elements that provide standard maintenance, repair and logistical support for worldwide TROJAN assets, the contractor shall support and provide intermediate level maintenance for the Earth Terminal Complex (ETC) TROJAN Network Control Center (TNCC) at Ft. Belvoir, Virginia.

C.9.13.2 Performance Measure:

Per TESOP.

C.9.13.3 Performance Standard:

Per TESOP.

C.9.13.4 Deliverable:

Per TESOP.

C.9.14. Fly-away support

C.9.14.1 Performance Objective – Fly-away support:

The contractor shall provide flyaway support to provide technical assistance, system restoration, maintenance, logistics, and training to supported units as needed during fielding, testing, modification, deployment and operation of systems, sub-systems, or ancillary items. This shall also support activities in which asset reconfiguration, installation, or system removal is occurring; and to attend a variety of meetings or conferences related to the above types of tasking.

C.14.2 Performance Measure(s):

PER TROJAN External Standing Operating Procedures (TESOP).

C.14.3 Performance Standard(s):

PER TROJAN External Standing Operating Procedures (TESOP).

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C.9.14.4 Deliverable:

Provide Technical Assistance Activity Accomplishment Report.

C.9.15 Fielding Support Equipment Installation, and System Additions or Deletions:

C.9.15.1 Performance Objective –

The contractor shall support activities in which the government is fielding new systems or major modifications, collecting maintenance or other data, or performing laboratory and field tests or evaluations of new or modified systems; As part of fielding support, the Contractor shall also participate in site surveys and site preparation that will result in equipment installation. As part of the participation, the contractor shall develop equipment test plans. The Contractor shall install GFE and commercial equipment, ensuring proper interfacing with existing hardware and software components. During and after installation or modification, the Contractor shall be required to conduct tests in accordance with an approved test plan, evaluate the performance of the modified or installed item(s) and its associated sub-systems or end item as applicable, and witness demonstrations. Tests and evaluations shall be tailored to the task to be performed. Systems and system modifications shall be incrementally installed or de-installed by the Contractor and accepted by the Government at periodic intervals according to Government approved schedules. These schedules and projected support requirements will be made available to the Contractor in sufficient time for workload planning purposes. The Contractor shall determine the impact on his total maintenance work force and its ability to support the requirements of the GENESIS II PWS. The Contractor shall provide the COR an assessment of any new manpower requirements that are beyond the scope of maintenance hours (level of effort) available through the existing individual delivery orders of the contract within two working days of when the requirement is known

C.9.15.2 Performance Measure(s):

Response to tasking (time); Quality of support, time to diagnose, time to repair, Fielding and installation are IAW the Material Fielding Plan, MWO, Engineering and Installation plan and specified tasks and IAW TESOP.

C.9.15.3 Performance Standard(s):

Response to tasking time will be met 100% of the time. The quality of support of installations and fielding support will be judged by the QA program and will have a 98% pass rate. All diagnose of malfunctions will be accomplished with in two hours 80% of the time and within four hours 98% of the time. All system modifications, installations, or de-installation will be accomplished 98% of the time to meet suspense dates. All fielding and installation will be IAW the Material Fielding Plan, MWO, Engineering and Installation plan or specified task will be met 100% of the time. All Trip Reports will be completed and submitted within 5 working days.

C.9.15.4 Deliverables:

Trip reports, reports as tasked, drawings, ECP's, Equipment Test Plans Site Survey Report, Engineering Installation Plan (EIP), Manpower requirements analysis, and other specified reports required to properly document completed tasks.

C.9.16 Reliability, Availability and Maintainability (RAM) Program:

C.9.16.1 Performance Objective:

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The Contractor shall develop and maintain a Reliability, Availability and Maintainability (RAM) Program for the turn-key maintenance and supply support that will, through an existing Logistics Management Information System (LMIS), provide the data in an LMIS Plan and LMIS monthly and quarterly reports that are required to analyze the performance and cost to maintain and sustain TROJAN and other supported systems and subsystems. The necessary data shall include, but is not limited to the following:

- Mean Time to Repair (MTTR)/Restore Equipment, CCAs, LRUs, sites.
- Mean Time Between Failures (MTBF) for each site and serialized piece of equipment from the time it was last seen through the TRISA.
- Shipping times from each site to the appropriate TRISA and from each TRISA to the OEM(s) and return.
- Total time required to effect OEM repairs. Time should be broken out to reflect 1) shipping time to and from the OEM; and 2) time at the OEM facility, which, if possible, should include actual bench time for repairs, and time waiting for repair parts, etc.
- Hardware failure and reliability/maintainability analysis on actual failed hardware. Reports shall be provided in accordance with CDRL A012.
- Graphical presentations and analysis shall be prepared in accordance with CDRL A003. RAM data shall be included in reports presented at the quarterly QPRs.

C.9.16.2 Performance Measure:

Accuracy of RAM Data to ensure that spares are available in sufficient quantities to meet the Asset Availability Plan (Ref: C.5.1.1.4 and C.5.1.2.2)

C.9.16.3 Performance Standard:

Level of RAM data is 95% accuracy

C.9.16.4 Deliverables:

LMIS Plan; LMIS Monthly, Quarterly Reports addressing Readiness RAM factors, etc.; Annual budget input on assets/spares required for the next year.

C.9.17 Training

C.9.17.1 Performance Objective

The Contractor shall train military or civilian operators and maintainers of TROJAN and tactical ground, airborne, and fixed site mission systems and subsystems/mission support equipment for which the contractor has responsibility under this contract, on-site, flyaway, or off-site, as specified by the on-site ACOR, or as part of asset deployment. The contractor shall develop new lesson plans as necessary, and review all existing lesson plans or training guides to ensure their accuracy and adequacy, as required when preparing for delivery of lessons. For those lesson plans that are found to be inadequate, the Contractor shall utilize DD Form 2028 type of format or contents to document recommended changes and forward to the Government for approval. Recommended changes shall be incorporated into related training documentation. Lesson plans, when required and all training documentation shall be delivered IAW industry standard lesson plans that have been accepted for military training applications

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During prototype testing, operational testing, acceptance testing, developmental testing, or fielding of systems or ancillary equipment the Government may require the capability to instruct trainers, operator and/or maintenance personnel. Training may be solely a contractor effort or used to provide discrete training units to supplement a Government effort. The Contractor shall provide the necessary instructor personnel and training materials to include audio-visual/graphic aids to train Government personnel in the operation and/or maintenance of supported systems and ancillary equipment and devices.

The Contractor shall furnish Certificates of Completion for all personnel who successfully complete formal training courses within 1 working day prior to course completion. A questionnaire shall be provided for students to rate the training course, material and instructor. The questionnaire shall be mailed directly to the COR for review and evaluation. When TDY is required to accomplish this task, trip reports shall be provided IAW CDRL A005.

C.9.17.2 Performance Measure:

COR course-training evaluation, Lesson plans prepared in a timely manner and student critiques.

C.9.17.3 Performance Standard:

Students will have a 95% course pass rate on all course material. All courses will have lesson plans available 100% of the time. All instructors training will be performed IAW the industry standards for training and an approved Training Plan.

C.9.17.4 Deliverables:

Lesson Plan(s); End of Course Evaluation with Certificates of Completion, Training sustainment package, that may be left behind, trip reports, and completed training plans.

C.9.18 Facilities Engineering: Task Area 1.2- Engineering.

C.9.18.1 Performance Objective

The uncertain complexities and mission priorities of engineering requirements are difficult to define in their entirety for the purpose of Performance Based Contract Objectives and defined Performance Standards or Acceptable Quality Levels (AQL). All engineering personnel under this contract shall be deemed as KEY PERSONNEL and as such will require Government approval of resumes prior to any billing charges for support/labor against the contract.

Engineering projects require personnel to have obtained a degree in engineering. The personnel must be able to work independently and as team members with government, military and civilian personnel. They must have the requisite experience and certifications necessary to produce quality-engineering products that will support the dynamic environment of the G4's global facilities support mission. These projects, studies and tasks require attention to detail and definition of the sequential and parallel actions required to complete. These engineering products must be worked in a timely manner and accomplished to the level of detail and quality required to provide informational and decision-making briefings and presentations to senior level military, civilian employees and congressional leaders.

C.9.18.2 Performance Measures:

Time taken to begin working a task (Immediate Task Response Time; Urgent Task Response Time; Mission Sustainment Task Response Time), depending on category of task, and time taken to complete the task

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C.9.18.3 Performance Standards:

AQL for engineering and referenced technical requirements is as follows:

Immediate – Critical Tasks that are provided orally or via e-mail from the COR/ACOR and require a same day or overnight engineering solution via presentation of draft concepts, recommendations, drawings, analytical reports or technical resolution that restores mission capability. An Immediate task requires contractor personnel to begin working the task within thirty minutes of notification. Tasks are to be finished within the time frame and deadline specified by the tasking. Tasks may be converted and or merged to another task category after the immediate requirements have been met.

Urgent – Critical Tasks that are provided orally or via e-mail and require 1 to 5 days to provide an engineering solution via presentation of draft concepts, recommendations, drawings, analytical reports or technical resolution that restores mission capability or provides an analytical report supported by technical data, statistics and analysis and an implementation plan required for implementation of a corrective action intervention, as required. An Urgent task requires contract personnel to begin working the task within one workday or 24 hours after notification. Tasks are to be completed within the time frame and deadline specified by the tasking. Tasks may be converted to another task category after the Urgent requirements are met.

Mission Sustainment - Tasks that are provided orally or via e-mail and require presentation of final concepts, recommendations, drawings, analytical reports or engineering studies, regulatory and statutory compliance reports, decision or informational briefings that require approval from senior military, civilian or congressional leaders or committees for resolution or implementation of an engineering recommendation, solution or finding that sustains or improves mission capability. The specific task suspense date shall be defined in the task. A Mission Sustainment task requires contractor personnel to begin working the task within two days of notification and must be completed on or before the suspense date. Tasks may be short term (less than 30 days) or long term (30 to 365 days).

C.9.18.4 Deliverable:

A project plan is required for Urgent and Mission Sustainment Engineering tasks. A Summary Task Planner is required for Immediate Engineering tasks. The project plan shall be submitted via e-mail and placed on the portal. The project plan shall be in sufficient detail to define the steps, processes, procedures, engineering and technical manpower required; costs when applicable for materiel, supplies, personnel, travel or equipment; and, potential problem areas or risks that may be incurred in accomplishing the task requirements, as well as project risk mitigation approaches that will be used. Changes in task priorities may be imposed to accommodate changing mission priorities and requirements. As required, the contractor shall update deliverables via e-mail and place new documents and updates on the portal to ensure current status is maintained as new information or changes in status becomes available. The intent of this deliverable is to allow maximum flexibility to the contractor to tailor each project plan and any corrective action to provide essential information and status on engineering tasks and facility support actions to the Government.

C.9.19 Facility Engineering Support to Existing Facilities

C.9.19.1 Performance Objective – Facilities Engineering:

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The contractor shall provide Facilities Engineering staff support to G-4 Engineering, HQ INSCOM, Ft. Belvoir or other activities designated in specific tasks to perform Facilities Engineering Planning and Facilities Engineering Sustainment.

C.9.19.2 Performance Objective – Work Order Processing:

The contractor shall manage and execute the Facilities Work Order System (FWOS) effort, which responds to trouble tickets on facilities related upkeep and repair. The contractor shall develop a database, collect data and implement space management and building management software products for space management and building management problems.

The contractor shall receive, track, and respond to facility work orders submitted through a workflow software package running on an INSCOM approved LAN. The Facility Work Order System (FWOS) currently is a component of the existing Remedy software in use, but the software platform and the operating LAN may change. The goal is to have an automated work order system where any building occupant will be able to report facility problems and request work to be performed, reports submitted upon completion. The FWOS will be used to report and respond to emergency repairs or problems as well as other non-emergency service order requests and repairs related to the building and grounds.

The contractor shall operate the automated facility work order system and respond to submittals in accordance with the following criteria:

Priority 1; Emergency; Respond within 30 minutes upon receipt. Such submittals might include safety, security/PSEP, and mission related problems that have significant and immediate negative impact. Examples are exposed electrical wires, personnel stuck in the elevator, broken water pipe, loss of power to critical equipment. Expect 10 submittals per week each requiring approximately 1/2 hour to perform. Correcting the emergency may lead to another work order submittal at a lower priority to fully correct the problem.

Priority 2; Urgent; Respond same day of receipt. Such submittals might include carpeting that causes trip hazards, doors that need lock repairs, PSEP/security system, unblocking blocked plumbing, and issues that require quick but not immediate response. Expect 15 submittals per week each requiring approximately 1 hour to perform. Submittal after hours constitutes receipt the following business day.

Priority 3; Routine; Respond within one business week. Such submittals might include hanging or moving bulletin/wipe boards, moving shelves and file cabinets, replacing certain lights or ceiling tiles, repairing holes in drywall. Expect 30 submittals per week each requiring approximately 2 hours to perform.

Priority 4; Scheduled; Respond as scheduled. Such submittals might include moving systems furniture, painting offices, performing minor electrical repairs or changes, repairing major damage to walls or doors. Expect 3 per month each requiring approximately 1 to 2 days to perform.

The contract shall be on-site and be able to receive and respond to FWOS submittals on all normal workdays (usually 5 days per week) during the period 0600 hours to 1800 hours. Emergency response after these duty hours is performed by other installation contractors through on-duty and on-call personnel.

C.9.19.3 Performance Measures:

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N/A

C.9.19.4 Deliverables:

NA

C.9.20 Space Management:

C.9.20.1 Performance Objective – Space Management:

The Contractor shall provide Space Management and Facilities Utilization support to support the INSCOM mission.. The contractor shall support the local commander's program for re-allocation of equipment, office space, etc., to include modification and documentation of power drop locations. At field sites where FWOS has not been implemented support shall include development of local unit/site work orders or engineering change proposals and database management/updates on status of all work orders and engineering changes, floor plans and work space identification. The contractor shall maintain and update the CADD library and associated databases for field locations. The CADD operators shall all be based at the Program Management office and available to provide CADD support to the global INSCOM mission during each locations daylight duty hours of operation. Specific emphasis shall be on units located in Germany, Korea and Fort Gordon.

C.9.20.2 Performance Measure:

Provide updated drawings of work spaces to include power/signal and phone drop information via email, original and all updates posted to G4 portal Space analysis and utilization studies.

C.9.20.3 Performance Standard:

Update changes to floor plans on a monthly basis. Provide requested updated copies of floor plans within one working day when needed for maintenance or Engineering Change Proposals (ECPs). Copies shall be error free. Copies shall be made available via email and posted to the G4 portal. Studies shall reflect guidance for space utilization stated by each task..

C.9.20.4 Deliverable:

CADD Drawings, database updates, database reports Specials analysis and study reports,

C.9.21 Environmental Engineering:

C.9.21.1 Performance Objective –

The contractor shall provide Environmental Engineering support for compliance-assessment of existing facilities and sites. For the INSCOM mission to be fully implemented, a broad spectrum of federal, state, local and military regulations must be followed and compliance maintained, and for OCONUS units, compliance with host nation regulations must be ensured. Specialized Contractor expertise is required to support investigative activities, program management, remedial studies, and planning and testing to ensure regulatory compliance. Additionally, Contractor support is required to provide the necessary management and support personnel to ensure continuing environmental compliance. This effort will require technical expertise in the area of environmental remedial and investigative services and allow the use of state of the art

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technology and understanding. The Contractor shall be required to develop new methodologies and procedures in unique situations when existing methods are deemed inadequate.

C.9.21.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. The contractor's personnel ensured compliance-assessment of existing facilities and sites. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.21.3 Performance Standard – Error free

For Performance Measurement Standards refer to C.5.2.1.2.

C.9.21.4 Deliverable:

For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.22. New Facility Engineering & Renovation Support:

C.9.22.1 Performance Objective:

Upon government establishment of a new facility requirement, the contractor shall complete a comprehensive list of tasks listed here. The gamut of functions required to establish and renovate a new or existing facility to include architectural support, CADD, power, communication systems, security, environmental requirements, and space analysis.

C.9.22.2 Performance Measure: Accuracy and timeliness of analysis, studies, maintenance actions and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.22.3 Performance Standard: For Performance Measurement Standards refer to C.5.2.1.2.

C.9.22.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.23 Facility Engineering Planning Support:

C.9.23.1 Performance Objective:

The Contractor shall provide facility planning and installation master planning support relating to contract supported units at worldwide locations, including professional engineering and facility planning support in the appropriate disciplines related to building/structures, architectural components, utility systems, and equipment, which directly or indirectly support the mission equipment and operation of the location in designated buildings. Support is required in architectural, structural, mechanical, plumbing, fire protection, electrical, electronic, intrusion detection, communications (telephone and data), and all other disciplines relating to building construction, operation, maintenance, CADD and repair. Performance of this task will require frequent trips to Contractor supported locations, primarily from Fort Belvoir. This task will also require interface with local DPW's and Base Support Battalions. A summary of work performed under this task shall be maintained current on the G4 Portal. Extensive and detailed reports shall be provided when directed by the Government. The Contractor shall:

- Review engineering design proposals, design drawings, specifications and other technical document submissions and recommend improvements to improve security/reduce costs/improve communication/reduce maintenance costs.

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- Provide advice and guidance to Government engineers involving all aspects of facilities design, construction, operation and maintenance or repair to ensure optimal use of facilities versus stated mission requirements for the new facility.
- Review reports and studies to identify deficiencies against specifications, building codes and security design and function, and participate in the planning of construction/redesign programs.
- Establish energy and heat load budgets with the objective of identifying current deficiencies, anticipating future requirements and estimating factors to be included in construction planning.
- Evaluate and recommend methods of load control (including remote and tele-metering techniques) to reduce utility demand and costs.
- Prepare design concepts, program development brochures, DD-1391 programming documents; cost estimates, economic analyses, plans and specifications, and all related construction project documentation for construction projects to be executed through contract or with Government in-house resources.
- Inspect on-going construction projects or existing facilities to identify deficiencies, recommend changes, ascertain compliance with plans and specifications, or for other designated purposes.
- Provide guidance, direction, and assistance to technicians working in related disciplines at INSCOM operated or supported facilities and sites. Maintain technical liaison and communication between on-site technicians and the ACOR.

C.9.23.2 Performance Measure: Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.23.3 Performance Standard: Error free

For Performance Measurement Standards refer to C.5.2.1.2.

C.9.23.4 Deliverable:

For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.24 Facility Engineering Planning and Documentation:

C.9.24.1 Performance Objective:

The Contractor shall work with other Government and Contractor engineers to perform Facility Planning Program subtasks: Investigate and determine facility requirements relating to unit relocations, realignment, transfer and equipment de-installation/installation. Determine the most efficient utilization of available facilities for operation of mission systems/equipment. Include in CDRL A008, Installation - Engineering Plan, cost estimates and programming data in support of such moves. The Contractor shall conduct site surveys, gather field data, and develop project design documentation in any or all required facility design disciplines, to include sketches, drawings and specifications. The documentation shall be to the level of detail needed to execute the work either through the installation Directorate of Public Works (DPW) workforce, or through contract. Drawings may include all disciplines relating to building construction including, but not limited to, architectural, structural, mechanical, plumbing, fire protection,

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electrical, intrusion detection, telephone and data. The Contractor shall provide documentation for Government review at the 30%, 60% and 100% completion stages. Facility engineering documentation shall be completed as depicted in Corps of Engineer (COE) standards for drafting (EM 1110-1-1807 and ER 1110-345-710 and publications referenced therein). The Contractor shall also use COE guide specifications (or a substitute specification source approved by the ACOR) that are modified to suit the specific requirements of the project. The design documentation shall be complete and include all drawings, supporting narrative, and design analyses to ensure the suitability of the design approach and the feasibility of the projects. Cost estimates and Bills of Material (BOM) shall be developed and provided when requested.)

C.9.24.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.24.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.24.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.25 Investigate and Analyze Facility Needs:

C.9.25.1 Performance Objective:

The contractor shall investigate infrastructure, facility space and utility system shortfalls against structural requirements; review Government furnished reports, studies, master plans and facility requests to identify deficiencies; and, coordinate the work of other related engineering disciplines to identify areas requiring upgrades to produce the required functional outcome. From the investigation, the contractor shall analyze the results; provide technical advice and guidance to Government engineers and military construction programmers defining steps necessary to overcome shortfalls and meet requirements; and, provide comments in the planning and programming of construction, renovation, repair, and redesign efforts by the Government.

C.9.25.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.25.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.25.4 Deliverable: For Deliverable Requirements, see paragraph C.5.2.1.3.

C.9.26. Review and Analyze Design Submissions:

C.9.26.1 Performance Objective:

The contractor shall review Government furnished engineering design proposals and design submissions for adequate engineering and architectural treatments, and for the suitability of architectural design solutions to meet facility requirements. Based upon Government operational plans, the contractor shall estimate future facility requirements for construction planning; track leased space usage and identify cost effective solutions as alternatives to the continued use of leased space; review space request documentation, existing facility space use, or a proposed space layout; provide comments and analysis; and, present alternative solutions/recommendations. The contractor shall provide engineering support for inclusion in the preparation of Military Construction (MILCON) Project Data submissions. (CDRL A008)

C.9.26.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

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C.9.26.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.26.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.and

C.9.27 Review and Analyze MILCON technical documentation:

C.9.27.1 Performance Objective:

The contractor shall review MILCON technical and program documents, identify deficiencies against requirements, provide comments and technical analysis, and assess the impacts each program will have on the command, given the operation of the equipment and facilities supporting operations worldwide. Performance of this task may require frequent TDY trips to contract supported facilities.

C.9.27.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.27.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.27.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.28 Review and Analyze facility space management:

C.9.28.1 Performance Objective:

The contractor shall evaluate processes and procedures used in facility and space management, identify deficiencies against efficient operation and best practices, and provide comments, recommendations and proposed solutions to remedy deficiencies identified.

C.9.28.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.28.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.28.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.29 HVAC Engineering:

C.9.29.1 Performance Objective:

The Contractor shall provide heating, ventilating and air conditioning (HVAC) engineering planning and support for Contractor supported locations and facilities..

C.9.29.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.29.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.29.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.30 Power Engineering:

C.9.30.1 Performance Objective:

The Contractor shall provide professional engineering support relating to electrical power and grounding at Contractor supported locations and facilities.

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C.9.30.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.30.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.30.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.31 Electromagnetic Compatibility (EMC) Program Support:

C.9.31.1 Performance Objective:

The Contractor shall monitor and analyze power distribution systems to ensure that electric power systems are not sources of and/or do not conduct electromagnetic interference (EMI) to mission and support systems in support of the Electromagnetic Compatibility (EMC) program.

C.9.31.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.31.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.31.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.32 Environmental Engineering Planning Program Support:

C.9.32.1 Performance Objective:

The Contractor shall provide environmental program planning services and support to the INSCOM Environmental Planning Program, and to other contract supported units as required. Regulatory requirements placed on Government facilities have resulted in the need for increased environmental compliance, program management and engineering support. Performance of this task will require frequent TDY trips to INSCOM or other contract supported facilities and activities both in CONUS and OCONUS to ensure adequate planning. In addition, special or emergency trips will be required. Detailed reports shall be provided .

C.9.32.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.32.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.32.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.33 Environmental Engineering Planning Activities:

C.9.33.1 Performance Objective:

The Contractor shall work with other engineers and Government agencies to perform the following tasks as part of the INSCOM Environmental Program. The Contractor shall:

- Receive, review for action, and develop recommendations and appropriate response on environmental statutes, Executive Orders, DOD and Department of Army (DA) regulations (to include AR 200-1, AR 200-2, associated pamphlets), host nation statutes and regulations, laboratory results and other technical data and reports.
- Participate in and support the development and revision of INSCOM environmental policy and procedures involving, but not limited to:

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environmental compliance, conservation, clean-up, pollution prevention, HAZMAT, HAZMIN, radon and asbestos abatement, chlorofluorocarbon (CFC) reduction, program management, facility management, and computer hardware and software. Review current supported unit procedures, provide comments and recommendations to determine the most efficient environmental procedures in support of supported unit missions while maintaining environmental compliance, conservation and pollution prevention. Participate in and/or conduct Environmental Compliance Audits (ECAs) of contract supported locations. The Contractor is required to use certified laboratories for environmental testing and analysis.

- Investigate and determine facility construction and modification requirements to ensure environmental regulation and policy compliance, as tasked. Information and requirements shall be fully identified and coordinated with the INSCOM Engineering staff through the ACOR. Provide technical advice and guidance to Government engineers, staff and military construction programmers on matters of environmental policy.
- Conduct/participate in activities associated with unit/mission relocation planning and execution. This shall include but not be limited to research, review and/or write Records of Environmental Consideration (REC), Environmental Assessments (EAs), Environmental Impact Statements (EISs); record comments at public hearings and provide support material to the government moderator as required; shall produce a summary or minutes of such public hearings; produce a response to public inquiry for government approval and release; Notices of Intent, Findings of No Significant Impact, Pollution Prevention Plans and Records of Decisions for system acquisition, management processes and installation operations.
- Conduct, participate, and collaborate with the government to produce Environmental programming and budgeting annual inputs.
- Investigate and assess the potential for removing or minimizing hazardous materials and ozone depleting substances from products and/or the manufacturing process.
- Select or develop environmental software and database, and populate the database, do data reduction and compilation from remotely sensed, scanned and other sources of digitized data, hardware and software evaluation and implementation, and produce outputs in electronic, magnetic or hard copy forms when directed by individual task orders.

C.9.33.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.33.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.33.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.34 Custodial Support: General Requirements.

Custodial service applies to all areas of the installation supported including, but not limited to hallways, rest rooms, lounges, kitchens, classrooms, gym, administrative office areas, entrances, lobbies, corridors, auditoriums, conference rooms, porches, sidewalks, patios and stairways.

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Cleaning shall include areas under light furniture, furnishings, wastebaskets, floor mats, and runners. All furniture and furnishings shall be restored to their proper locations after cleaning has been completed. Methods specified shall be supplemented by hand operations to clean corners and locations after cleaning has been completed. Methods specified shall be supplemented by hand operations to clean corners and locations inaccessible to equipment. Restocking shall include, but not be limited to all restrooms, locker rooms, and kitchens. All services shall be accomplished to meet the requirements listed in the Technical Exhibits.

Emergency Service:

Emergency service shall take precedence over daily tasks as necessary to maintain the safety and cleanliness of the facility, as ordered by the COR. Emergency service consists of, but is not limited to spillages, snow removal from entryways and patio. The emergency services shall be provided IAW Task # 10.

C.9.34.1 Performance Objective – Cleaning Requirements:

Cleaning requirement for all areas are based on the type of complex space being serviced, grouped into several categories, each group requiring approximately the same frequency of cleaning. Specific tasks and frequencies are identified in Technical Exhibit II, Tasks/ Frequency charts. Definitions are contained in Section C.2.

Floor Plan charts such as those drawn for the Nolan Building provide information relating to the areas to be serviced. Technical Exhibit III illustrates these drawings.

C.9.34.3 Cleaning Measures:

Measures are in terms of visible evidence of cleanliness.

C.9.34.4 Cleaning Standards:

Tasks in each Performance Objective below, as numbered in a parenthesis, correlate with the task numbers as shown on the Task and Frequency Charts (Exhibit II). Standards are described as standards for visible evidence of cleanliness.

C.9.35 Sweeping and/or Dust Mop (Task #1):

C.9.35.1 Performance Objective – Sweeping and/or Dust Mop (Task #1):

Floors shall be swept or dust mopped to present a clean, orderly appearance with no loose dirt or streaks in evidence, including corners, under- or behind furniture and equipment, stairs, landings, stages, exercise room, and elevators.

Sweeping shall include entryways, rugs, stairs, landings, floors, exterior sidewalks, patios, porches, steps, loading dock etc. The exterior sidewalks, patio, porches, steps and loading dock will be cleaned during the normal duty day (0600-2000). Hard surfaced floors shall be dust mopped.

In areas where no dust can be tolerated (computer rooms, clean rooms, data processing rooms, telephone equipment rooms, and other precision equipment rooms), vacuum cleaners shall be used.

C.9.35.2 Performance Measure:

Cleanliness after task performance.

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C.9.35.3 Performance Standard:

Floor shall be free of soil, litter, gum, tar, and any other foreign substances. All dirt, dust, and surface contamination shall be removed by the sweeping operation. Sweeping and dust mopping shall not mar baseboards, furniture, or equipment. Sweeping compound is permitted on unwaxed surface only. Furniture and other equipment moved during sweeping and dust mopping shall be returned to its original position.

C.9.35.4 Deliverables:

C.9.36. Vacuum Cleaning (Task #2):

C.9.36.1 Performance Objective – Vacuum Cleaning:

Woven fiber rugs and carpeting shall be vacuumed. Prior to floor being vacuum cleaned, all surface litter that should not be ingested into vacuum cleaners such as paper, gum, rubber, and paper clips, debris shall be picked up by hand. Vacuuming shall be done in Command Group, hallways, lobby, Conference Room Area, elevators, underneath desks, chairs, tables, trash cans, entrance mats, runners and other objects accessible to a vacuum hose and cleaning head. Small or light furniture shall be moved as needed. File cabinets shall not be moved.

Carpets and rugs shall be spot cleaned whenever soiled to remove stains, including but not limited to, coffee, water, soda, and soil stains.

The area to be spot cleaned will not be larger than two square feet. After spot cleaning, the surface shall be uniformly clean, free of soil and stains. There shall be no evidence of fusing, caused by harsh rubbing or brushing. When spot cleaned, areas shall blend with the adjacent areas of the carpet.

C.9.36.2 Performance Measure:

Cleanliness after vacuuming

C.9.36.3 Performance Standard: Floors that have been vacuumed shall be free of all visible dust, litter, soil and imbedded grit.

C.9.36.4 Deliverables:

C.9.37 Remove Trash (Task #3):

C.9.37.1 Performance Objective – Remove Trash:

The task of removing trash shall be defined as emptying all waste containers, sanitary napkin receptacles, and other trash containers in bathrooms, Command Group, common use areas, exterior trashcans and cigarette urns. Cleaning of sand urns shall include the replacing of sand WEEKLY. Trash located in exterior trash cans/urns will be collected and transported outside to the trash dumpster during normal duty hours (0600-2000). Boxes, cans, and papers placed near a trash container and marked "TRASH" shall be removed. Trash shall be emptied into a designated trash dumpster or receptacle in such a manner as to prevent the adjacent area from becoming littered by trash. All waste papers and other light debris shall be placed in plastic trash bags and secured tightly prior to being transported outside the building into the trash dumpsters. Dumpster doors and lids shall be closed following the dumping of trash.

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The Contractor shall furnish plastic liners for each trashcan, receptacle, and sanitary napkin receptacle liners shall be replaced with unused liners.

Spills and stains on wastebaskets shall be removed. Lotion type detergent and an abrasive pad shall be used on hard to remove soil. In rest rooms, locker rooms, and food service areas, germicidal detergent will be used in lieu of neutral detergent.

Stationary exterior/interior trashcans shall be emptied and carried to dumpsters outside of the facility.

C.9.37.2 Performance Measure:

C.9.37.3 Performance Standard:

C.9.37.4 Deliverables:

C.9.38 Clean Drinking Fountains,

C.9.38.1 Performance Objective – Clean Drinking Fountains, Water Coolers, and Eyewash Stations (Task #4):

Clean drinking fountains leaving them free of streaks with no water splashed on walls or floor.

A germicidal detergent that conforms to standard commercial specifications shall be used with a brush to remove soil dirt, and mineral deposits from the fountains, coolers, and eyewash stations. Soil/dust shall be removed from air vents. Metal ware surfaces shall be polished as required.

C.9.38.2 Performance Measure:

Appearance of metal surfaces

C.9.38.3 Performance Standard:

The metal ware shall be bright and shiny.

C.9.38.4 Deliverables:

C.9.40 Clean and Service Rest Rooms (Task #5).

C.9.40.1 Performance Objective – Clean and Service Rest Rooms, showers and Locker Rooms

Cleaning of restrooms, showers and locker room showers shall include shower stalls, whether installed or built into the structure, and shower areas (where the floor is drainage area for several shower heads, with or without partitions), and shall also include walls, floors, curtains, fixtures, and doors of the stalls or areas. Use a germicidal detergent that conforms to standard commercial specifications for all cleaning tasks to clean and disinfect all surfaces of lavatories, washbowls, toilet bowls and seats, water closets, sanitary napkin receptacles, urinals, showers, dispensers, and exposed attached plumbing.

C.9.40.2 Performance Objective – Clean Sinks.

Clean sinks and exposed attached plumbing, leaving fixtures clean, shiny; mold free, fungus free, and without streaks or stains. There shall be no evidence of water or soap solutions spilled on the floor or on the fixture.

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C.9.40.3. Performance Objective – Clean Toilets.

Cleaning toilets shall include the exterior and interior of the bowl, all parts of the seat, exterior of the tank, flushometer valve, piping, and hardware.

C.9.40.4 Performance Objective – Cleaning Urinals.

Cleaning urinals shall include the exterior and interior of the bowl, trap or screen, flushometer valve, piping and the removal of foreign matter inside the bowl. Deodorizer shall be placed in each urinal and replaced as needed. Deodorizer used shall not clog drains.

C.9.40.5 Performance Objective – Sanitary Napkin Disposal.

Sanitary napkin disposal containers shall be cleaned exterior and interior, free of dirt, grime, watermarks, and a clean liner installed.

C.9.40.6 Performance Objective – Clean Fixtures.

Mirrors, shelving, dispensers, fixtures, overhead exposed piping, vents, in-take and air outlets in doors, ceilings, walls, partitions, and windows shall be disinfected and washed leaving them uniformly clean with no dust, spots, stains, clear of rust or excess moisture, and bright. Fans in rest rooms and kitchen shall be free of dust.

C.9.40.7 Performance Objective – Servicing.

Waste receptacles shall be emptied and interior surfaces wiped clean. All holders and dispensers shall be cleaned and kept filled. Supplies shall conform to the types of dispensers in restrooms being serviced. The Contractor shall notify the government if unable to supply conforming products.

C.9.40.8 Performance Objective – Filling of Dispensers.

Restroom paper products, to include but not be limited to toilet paper, paper towels, liquid soap, toilet bowl deodorizers, Automatic Room Deodorizer Refills, disposable seat covers shall be provided by the Contractor, and shall be maintained in sufficient quantities in each facility to assure that supplies are not exhausted before re stocking. All products shall conform to standard commercial specifications.

C.9.40.9 Performance Objective – Policing.

Trash shall be picked up daily in the Command Group, all bathrooms, and hall receptacles shall be emptied daily and maintained in neat condition. After removal of trash, the contractor shall insert a new plastic bag into the trash receptacle. The Contractor shall report any malfunctions in the rest rooms to the Building Manager immediately.

C.9.40.10 Performance Objective – Cleaning Floors.

Floors shall be cleaned using a germicidal detergent, which conforms to standard commercial specifications. After cleaning, floors shall be uniformly clean, free of mold, fungus and without streaks, marks or stains. Floor drains shall be cleaned and flushed. The floor drains shall be flushed a second time using a clean rinse water. Drains shall be free of mold, fungus, and odors.

C.9.40.11 Performance Objective – Wash Walls.

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Clean walls including all washable items attached to walls, leaving them uniformly clean with no streaks, oily films, or visible smudge marks. In the process of cleaning, care shall be exercised so that no water is spilled on the floors or furnishings.

C.9.40.12 Performance Objective – Use of Detergent/Disinfectant:

The contractor shall use no disinfectant/detergent that produces any harsh, harmful or noxious odors or fumes, while either in use or in storage.

C.9.40.13 Performance Measure:

Cleanliness after task completion.

C.9.40.14 Performance Standard:

Surfaces shall be uniformly clean, bright, mold and fungus free, without streaks or stains and no excess moisture. There shall be no evidence of water or soap solutions spilled on the floor or on the wall, either behind or adjacent to the fixtures.

C.9.41 Interior Glass Cleaning (Task #6):

C.9.41.2 Performance Objective – Interior Glass Cleaning

The task of interior glass cleaning shall be defined as the cleaning of transparent or translucent glass, plastic, or acrylic surfaces within the exterior walls of a structure to include but not limited to door glass, glass doors, partition glass, display case glass, directory glass, book and showcase glass, mirrors, etc. After cleaning, glass shall be clear, free of foreign substances, film, dirt, smudges, streaks, and stains. Adjacent surfaces shall be unmarred. Entrances glass, door glass, glass transoms, panels, etc., which are a part of a designed entrance or exit of a structure, the exterior surfaces of glass shall be cleaned.

C.9.41.3 Performance Measure:

Cleanliness of glass.

C.9.41.4 Performance Standard:

After cleaning, glass shall be clear, free of foreign substances, film, dirt, smudges, streaks, and stains.

C.9.42 Low Dusting:

C.9.42.1 Performance Objective – Low Dusting: 84" and Below (Task #7):

The dusting operation includes, but is not limited to, furniture, desks, elevators, chairs, radiators, cabinets, partitions, trims, ledges, wainscots, air conditioners, lamp shades, venetian blinds, miscellaneous office furniture, file cabinets, doors and door hardware, window and door ledges, baseboards, exposed piping, locker, and miscellaneous installed equipment.

The task of washing chalkboards and whiteboards shall be included in this task and shall be defined as the removal of all chalk marks, finger marks, marker marks and excess chalk dust from chalk trays. After cleaning, the writing surfaces shall have a uniform appearance with no marks, streaks, or excess dust. Chalkboards with writing on them shall not be cleaned. Whiteboards with writing on them shall not be cleaned.

In the process of dusting a desk, items on top of the desk SHALL NOT BE DISTURBED in the Command Group.

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C.9.42.2 Performance Measure:

Clean appearance of surfaces

C.9.42.3 Performance Standard:

After dusting, all sides/surfaces shall present a clean appearance, free of smears, streaks, abrasive marks, and foreign material.

C.9.43 Clean All Stairs and Landings (Task #8)

C.9.43.1 Performance Objective – Clean All Stairs and Landings:

The task of cleaning stairs and landings is defined as the scrubbing of stairs and landings with an approved water/detergent solution. After scrubbing, the water/detergent solution shall be picked up with a clean water rinse and allowed to air dry.

C.9.43.2 Performance Measure:

Clean appearance of stairs and landings

C.9.43.3 Performance Standard:

After task has been accomplished, the surfaces shall be free of soil, black marks, streaks, foreign substances, and watermarks. Surfaces adjacent to stairs and landings shall be free of watermarks and spills.

C.9.43.4 Deliverables:

C.9.44 Damp Mop Floors (Task #9)

C.9.44.1 Performance Objective – Damp Mop Floors:

The task of mopping floors shall be defined as the using of water or a water/detergent solution (all-purpose synthetic detergent on floors other than rest rooms) to loosen and suspend dirt so the dirt can be removed. After the washing solution has been picked up, a clean water rinse shall be spread and picked up. No excessive water shall be left on floors. Furniture such as desks, tables, etc., may remain in place, but all floor surfaces underneath shall be maintained. Hard to get at areas such as behind water fountains shall be mopped by hand. The floor in the exercise room shall be mopped with umbrella cleaner.

C.9.44.2 Performance Measure:

Appearance of floors

C.9.44.3 Performance Standard:

After mopping has been accomplished, floor surfaces shall be uniformly clean without streaks or smears. Adjacent areas, walls, baseboards, doors, door jams, furniture, etc., shall be unmarred.

C.9.44.4 Deliverables:

C.9.45 Emergency Service(Task #10)

C.9.45.1 Performance Objective –Emergency Service:

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Emergency Services will only be required between the hours of 0730 through 2130 hours and shall include cleaning up water, mud, or debris caused by inclement weather-, precipitation, wind, broken, or leaking pipes, sinks, toilets, or drinking fountains. Contractor shall PROVIDE ONSITE PERSONNEL TO RESPOND TO EMERGENCIES. Response time shall be immediately upon request. Mud and/or water tracked through buildings and corridors due to foot traffic during inclement weather shall be mopped or wet vacuumed to reduce safety hazards and to prevent damage or deterioration to the floor surface. This service shall be authorized by the KO or the COR at no additional cost to the Government.

C9.9.45.2 Performance Measure:

C.9.45.3 Performance Standard:

9.45.4 Deliverables:

Worldwide Site Support : Task Area 1.3

Initial Performance Objectives are common task that apply to all sites. Site specific tasking begins at **C.5.1.4.22, Bad Aibling Station.**

C.9.46 Site Facility Support (General – Applies to all sites, except where noted):

C.9.46.1 Performance Objective:

The contractor shall staff and support the required functions at all specified sites such that system operation is provided and that the facility stays up and running, including, as a minimum: Communications, Power, Security, IT, and HVAC/ environmental control.

The objective of the facilities support provisions of this contract is to achieve and maintain 100% readiness of facilities and supporting utility systems to ensure the long term reliability of the facility components, systems and equipment through implementation of a regular program for preventive maintenance. The contractor shall provide emergency and 24 hour per day 7 day per week emergency response coverage for facilities and systems designated as mission critical.

C.9.46.2 Performance Measure:

Action start and completion times.

C.9.46.3 Performance Standard:

Once proper coordination has been accomplished, the maintenance/repair action requested must begin within the same workday the request is received and completed within the time indicated in the task unless problems are encountered and the ACOR provides a new completion date/time. Maintenance actions requiring completion time extensions will be monitored by the responsible ACOR.

C.9.46.4 Deliverable:

Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

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C.9.47 Facilities Maintenance:

C.9.47.1 Performance Objective:

The Contractor shall provide facilities maintenance and repair support on all building equipment and systems at standard operational levels throughout the contract performance period. Facilities support, as required by the GENESIS II PWS, applies to all facilities and associated equipment including, but not limited to, buildings, electrical power, power generation and distribution equipment and systems, communications systems and subsystems, automatic data processing equipment (ADPE), environmental control systems, water treatment, plumbing, physical security and access control systems, mechanical systems, and classified waste destruction systems, RADOMES and Antennas. Maintenance and repair support includes telephonic trouble-shooting, non-destructive disassembly (non – warranted items only), preliminary inspection, fault isolation, repair, alignment, training, testing, re-assembly and final acceptance by the Government. All or any of the maintenance support stated herein may be required at each respective supported location identified in this PWS. All maintenance and repair tasks required by this PWS shall be coordinated among the Contractor site manager, the unit/site ACOR or Sub ACOR and the organization requesting support and as specified in individual delivery orders.

C.9.47.2 Performance Measure:

Action start and completion times.

C.9.47.3 Performance Standard:

Once proper coordination has been accomplished, the maintenance/repair action requested must begin within the same workday the request is received and completed within the time indicated in the task unless problems are encountered and the ACOR provides a new completion date/time. Maintenance actions requiring completion time extensions will be monitored by the responsible ACOR.

C.9.47.4 Deliverable: Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.48 Facilities Operations Support:

C.9.48.1 Performance Objective:

The Contractor shall maintain, operate, and repair facility and utility systems in fixed station systems in accordance with the requirements of the tasks in this section. Facility operations support includes development and implementation of detailed plan that details the procedures and processes required to will ensure the maintenance and operation of facility systems and subsystems at the highest possible readiness posture. Methods to achieve maximum energy efficiency and reliability shall be defined in terms that can be implemented and managed.. Testing, troubleshooting and maintenance of facility and supporting utility systems are included. Any or all of the facility operations support tasks may be required at each respective supported location. The contractor will be tasked to provide flyaway facility operations support for fixed station, tactical and mobile mission systems and facilities as required to sustain and support the INSCOM global Mission..

C.9.48.2 Performance Measure:

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C.9.48.3 .Performance Standard:

C.9.48.4 Deliverable: Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.49 Facility Technical Support:

C.9.49.1 Performance Objective:

The Contractor shall provide complete and comprehensive journeyman level technician support in full range of disciplines that are required to support facility operation, inspections, maintenance, troubleshooting, fault isolation, analysis and repair. The Contractor shall meet the following technical performance objective services to provide support to contract supported facilities:

C.9.49.2 Performance Measure:

Action start and completion times.

C.9.49.3 Performance Standard:

Once proper coordination has been accomplished, the maintenance/repair action requested must begin within the same workday the request is received and completed within the time indicated in the task unless problems are encountered and the ACOR provides a new completion date/time. Maintenance actions requiring completion time extensions will be monitored by the responsible ACOR.

C9.49.4. Deliverable: Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.50. Equipment Installation:

C.9.50.1 Performance Objective:

The Contractor shall install GFE and commercial equipment, including antennas and RF distribution systems, ensuring proper alignment and interfacing with existing hardware and software components. During and after installation or modification, the Contractor shall test and evaluate the modified or installed item(s) and its (their) associated sub-systems or end item to reach nominal system or equipment performance.

C.9.50.2 Performance Measure:

Time to install, test and validate that GFE and Commercial equipment is at it nominal system performance.

C.9.50.3 Performance Standard:

Installations and modifications are completed 95% on time.

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Technical inspections reflect that all alignment and interfacing of existing hardware and software components are operational. Faults that have been isolated are diagnosed within one-half hour 80% of the time, and within two hours 95% of the time.

All evaluations on equipment installation will be completed within three working days.

C.9.50.4 Deliverable: Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

.C.9.51 Periodic Preventive Maintenance:

C9.51.1 Performance Objective:

The Contractor shall perform periodic preventive maintenance checks and services (PMCS), and repair, re-alignment and testing, as appropriate for the technical standards of each piece of equipment, antennas, antenna components, antenna towers, or system, according to a schedule established at each facility

C.9.51.2 Performance Measure:

Time to perform PMCS and adherence to established PMCS schedules above the operator level.

C.9.51.3 Performance Standard:

PMCS will be scheduled and performed prior to due date 100% of the time.

Faults discovered on PMCS will be isolated or diagnosed within one-half hour 80% of the time, and within two hours 95% of the time. Completed PMCS's will be 100% fully mission capable.

C.9.51.4 Deliverable: Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.52 Fault Isolation:

C.9.52.1 Performance Objective:

The Contractor shall monitor system performance for degradation of all parts, components and interfaces of mission equipment, antennas, antenna components, antenna towers, and support systems, and shall isolate faults that occur at BAS, INSCOM and INSCOM supported units/sites worldwide. Fault isolation shall be in accordance with the system documentation, technical specifications, sound fault isolation, systems analysis techniques, and practices.

C.9.52.2 Performance Measure:

Time to diagnose and perform repairs on system degradation or low performance.

C.9.52.3 Performance Standard:

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Faults causing system degradation or low performance will be isolated or diagnosed within one-half hour 80% of the time, and within two hours 95% of the time.

Mission equipment is repaired within two (2) hours of problem occurrence 80% of the time, and within five (5) hours in 95% or less of the time. System functions with no recurrence of same fault or problem for two (2) working days

All equipment faults requiring evacuated to a higher support activity for repair or calibration must be inspected, tested, and a determination of required corrective action made with-in three working days of receipt.

C.9.52.4 Deliverable:

Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.53 Repair:

C.9.53.1 Performance Objective:

The Contractor shall repair isolated faults and correct performance degradation of all parts, antennas, antenna components, antenna towers, radomes and interfaces of mission equipment and support systems at INSCOM supported units/sites world-wide. Major equipment malfunctions and corrective actions shall be reported by equipment type and system designator and geographic location. The contractor shall obtain cost data through research of supply records and market surveys, and shall arrange for repair and calibration of lowest replaceable unit (LRU), end items and test and measurement diagnostic equipment (TMDE) within the following guidelines:

IF REPAIRS COSTS:	CONTRACTOR SHALL:
00 - 20% of Current Acquisition costs	Repair
20 - 40% of Current Acquisition costs	Repair and advise COR/ACOR
40 - 60% of Current Acquisition costs	Requires COR/ACOR Approval before initiating repairs or replacement procurement
Over 60% of Current Acquisition costs	Requires COR/ACOR Approval to Requisition new and properly dispose of old unit

Table 1. Repair Cost Options

C.9.53.2 Performance Measure:

Time to repair resulting in restoration of mission capability. Accurate database records of demand data on repair actions, trends and identification and resolution of systemic failures.

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Accuracy and reliability of the repair. Certified antenna repairman on staff for antenna and Radome repairs.

C.9.53.3 Performance Standard:

Diagnosed and repaired within two (2) hours of problem occurrence 80% of the time, and within five (5) hours 95% of the time.

All equipment evacuated to a higher support activity for repair or calibration must be inspected, tested, and a determination of required corrective action made with three working days of receipt.

System functions with no recurrence of same fault or problem for two (2) working days.
Accuracy of databases, demand data and trend analysis.

C.9.53.4 Deliverable:

Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.54 Alignment and Calibration:

C.9.54.1 Performance Objective:

The Contractor shall align and calibrate MASINT and other designated mission equipment, support systems and their components to ensure optimal system performance as specified in reference equipment technical manuals. Government TMDE used by or issued to the Contractor as GFE shall be calibrated IAW TB 43-180.DD

C.9.54.2 Performance Measure:

Time to complete calibration procedures and when required, evacuated equipment to a higher support activity. Adherence to established calibration and preventive maintenance schedules.

C.9.54.3 Performance Standard:

Calibration performed on all mission and support equipment prior to due date 100% of the time.

All Government TMDE calibrated prior to due date 100% of the time.

All MASINT equipment calibrated prior to calibration expiration date.

C.9.54.4 Deliverable:

Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task. MASINT maintenance status and calibration logs will be maintained on a daily basis.

C.9.55 Periodic Inspection and Analysis:

C.9.55.1 Performance Objective:

The Contractor shall perform periodic inspection and analysis of systems, equipment, (including hardware, antennas, antenna components, antenna towers, firmware, software and all peripherals) and facilities to improve system performance or to determine underlying faults in design, operations or maintenance/repair, which contribute to poor system performance or system failures. The Contractor shall recommend solutions to resolve all problems identified, along with appropriate cost expectations.

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C.9.55.2 Performance Measure:

Time for Contractor to perform periodic inspections and recommend solutions to resolve all problems identified. Time to provide recommended solutions and cost expectations.

C.9.55.3 Performance Standard:

Perform periodic inspections in conjunction with scheduled Preventive Maintenance Checks and Services PMCS's 100% of the time.

Provide formal written report to the COR on any problems, recommended solutions, and cost expectations with-in five (5) days of completion.

C.9.55.4 Deliverable:

Provide Periodic Inspection and Analysis report to ACOR IAW CDRLs A004, A005, A012, and A016. Maintain and update status of facilities, mission systems and tasks on the G4 portal.

Current status shall not be older than 24 hours unless specifically required by task.

C.9.56 Measurement and Signatures Intelligence (MASINT) maintenance support:

C.9.56.1 Performance Objective:

The following duties and tasks identify the requirements for MASINT equipment maintenance and logistics contractor support. The contractor will provide logistic and maintenance support to INSCOM MASINT Training equipment and all INSCOM Echelon above Corps (EAC) MI Brigades/Group MASINT elements at their respective deployed field and garrison locations worldwide. The contractor will work closely with INSCOM G4, G3, and the supported units to orchestrate multi-level life cycle maintenance support for the INSCOM Army MASINT Program. The contractor will provide LAN/WAN support to repair isolated faults and correct performance degradation of all interconnecting parts, components and Systems Engineering interfaces for MASINT operations and training support. The contractor will provide skills in electronic systems maintenance in performing preventive maintenance checks and services (PMCS's) above the operator level on Laser detectors, Infrared devices, Radiometers, Radar's, and Acoustic and Seismic sensors. The contractor will align and calibrate MASINT equipment and support systems and their components to ensure optimal system performance as specified in Original Equipment Manufacture (OEM) and reference equipment technical manuals. The contractor will assist in coordinating logistics and providing maintenance support for the following garrison and deployed Army MASINT forward deployment efforts:

Equipment fielding, QRC/RRC equipment transportation to operation site and return defective equipment for repair, diagnose sensor malfunctions and power problems.

Perform repairs, perform basic computer malfunction analysis and apply corrective procedures.

Perform pre-deployment testing of sensor systems; cables, lenses, connections and provide telephonic on-call status in support of forward deployed MASINT systems.

Will assist in packing, crating and moving systems to designated embarkation points for field deployment i.e. airport pick-up.

Maintain operational inventory of spare parts, batteries and support equipment.

Coordinate MASINT logistic support with Regional Support Centers (RSCs) and OEM for evacuation of equipment for depot level repair; perform post-mission equipment checks; repairs; and field calibration; spare parts procurement; integrated logistics support; and maintenance support.

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Maintain sensors, storage media, battery packs, disks, tapes and MASINT support equipment in a deployable condition.

Prepare maintenance and logistics documents for equipment repair, evacuation or replacement.

Insures compliance with local internal controls, standards and procedures.

Insures required compliance with good management policies.

Maintain a complete inventory identifying operational status of authorized MASINT sensor systems.

Prepare operational readiness status reports.

Maintains maintenance and calibration logs for all assigned equipment.

Identify, protect and assure secure handling of highly classified information.

Ensure qualified MASINT personnel possess the security clearance.

C.9.56.2 Performance Measure:

Time to diagnose on site and in the field in working hours. Time to diagnose and perform repairs. Time to evacuate equipment to a higher support activity. Adherence to established calibration and preventive maintenance schedules above the operator level.

C.9.56.3 Performance Standard:

Faults that have been isolated are diagnosed within on half hour 80% of the time, and within two hours 95% of the time. All equipment evacuated to a higher support activity for repair or calibration must be inspected, tested, and a determination of required corrective action made with three working days of receipt.

MASINT and MASINT support equipment is diagnosed and repaired within two (2) hours of problem occurrence 80% of the time, and within five (5) hours in 95% or less of the time.

System functions with no recurrence of same fault or problem within two (2) working days.

MASINT equipment is calibrated prior to calibration expiration date.

MASINT equipment has scheduled PMCS's above the operator level completed on schedule 100% of the time.

C.9.56.4 Deliverable:

Maintain and update status of facilities, mission systems and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task. MASINT maintenance status and calibration logs will be maintained on a daily basis.

C.9.57 INSCOM Physical Security Enhancement Program (PSEP) equipment logistics and maintenance support:

C.9.57.1 Performance Objective:

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The contractor shall provide critical maintenance and support to the SCIF security system, including hardware, software, and installation support for the cameras, lighting, card readers, computers, turn-styles, poles, and inter-connects critical for entry/exit and to secure compounds and facilities. The contractor will provide logistics and maintenance support to selected INSCOM activities at their respective deployed locations world-wide. The contractor will work closely with INSCOM G4, G2, and the supported units to orchestrate multi-level life cycle maintenance support for the INSCOM facilities security and access control requirement. The contractor shall provide LAN/WAN support to repair isolated faults, and on-site response to correct performance degradation of all interconnecting nodes, components and periphery for PSEP operations. The contractor will provide skills in electronic and optoelectronic systems maintenance in performing preventive maintenance checks and services (PMCS's) above the operator level on CCTV, multi-faceted sensors, and access control units. The contractor will inspect, maintain, resource, and repair PSEP equipment, and their components to ensure optimal system performance as specified in Original Equipment Manufacture (OEM) technical literature and manuals. The contractor shall assist in coordinating logistics and providing maintenance support for garrison and deployed Army INSCOM units, detachments, and activities:

Equipment and hardware accountability, packaging and transportation to operational site(s), and return defective equipment for repair, diagnose integrated system malfunctions and power problems.

Perform repairs, technical inspection, engineering studies, site surveys, out-sourcing, and installation of systems, subsystems and upgrades.

Perform fault diagnostic testing on storage items to ensure Form, Fit, Function, and operational condition either meet or exceed OEM requirements.

Assist in procuring, packing, crating and moving systems to designated embarkation points for field deployment through traceable channels.

Maintain operational inventory of spare parts, power supplies and support equipment.

Coordinate PSEP equipment logistics support with other credible depots or/and OEM for evacuation, and perform quality assurance checks for operability of failed / repaired hardware.

Prepare maintenance and logistics documents for equipment repair, evacuation or replacement.

Ensure no Force Protection violations, no breaches due to system non-availability.

Ensure compliance with local internal security, controls, standards and procedures.

Maintain a complete inventory identifying operational status of authorized Imagery Analysis and Photographic Interpretation equipment by location.

Prepare readiness status reports and support documentation when called upon.

Maintain maintenance and repair logs for all assigned equipment.

Identify, protect and assure secure handling of all classified information.

Ensure qualified support personnel possess a TS/SCI security clearance.

C.9.57.2 Performance Measure:

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Technically inspect, diagnose and perform/coordinate the repair of PSEP equipment. Ensure all equipment to include stored equipment is operational in equal to or exceeding OEM specifications through conducting required preventive maintenance checks, services, and inspections. Separate takings requiring expertise beyond technician capabilities will be promptly responded to, ensuring levels of expertise capable of meeting the requirements.

C.9.57.3 Performance Standard:

98% hardware/software availability.

Faults are isolated and diagnosed within one-half hour 80% of the time, and within two hours 95% of the time.

All equipment evacuated to, or returned from a higher support activity for repair or overhaul must be inspected, tested, and an acceptance/disposition proposal be made within two (2) working days of receipt.

PSEP equipment is diagnosed and repaired within two (2) hours of problem reporting 80% of the time, and within five (5) hours in 95% or less of the time. System repairs will not demonstrate a recurrence of same fault within two (2) working days of first reported problem.

All PSEP equipment are technically inspected prior to shipment to a mission site, or upon receipt into the storage operation, with status and/or repair part requirements documented within two (2) working days of the transaction.

Inventory of all PSEP GFE shall withstand audit.

Repair of critical PSEP failures as designated by the COR must be accomplished within 24 hours 100% of the time upon notification of failure.

C.9.57.4 Deliverable:

Maintain and update status of PSEP and GFE inventory on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.58 Imagery Analysis and Photographic Interpretation equipment maintenance support (Light Tables):

C9.58.1 Performance Objective:

The following duties and tasks identify the requirements for Imagery Analysis and Photographic Interpretation equipment maintenance and logistics contractor support. The contractor will provide logistic and maintenance support to INSCOM Imagery elements at their respective deployed field and garrison locations worldwide. The contractor will work closely with INSCOM G4, G3, and the supported units to orchestrate multi-level life cycle maintenance and calibration support for the INSCOM Army Imagery Analysis and Photographic Interpretation requirement. The contractor will provide LAN/WAN support to repair isolated faults and correct performance degradation of all interconnecting parts, components and calibration for Imagery operations. The contractor will provide skills in electronic and optical systems maintenance in performing preventive maintenance checks and services (PMCS's) above the operator level on Richards model HFO-3, HFO-4, Micro-Car, MIM-3, MIM-4, and MIM-2030 Light Tables, and Bausch & Lomb model Zoom-240 and Zoom-500 Stereoscope optic units. The contractor will inspect, maintain and calibrate Imagery Analysis and Photographic Interpretation equipment, and their components to ensure optimal system performance as specified in Original Equipment

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Manufacture (OEM) technical literature and manuals. The contractor will assist in coordinating logistics and providing maintenance support for garrison and deployed Army INSCOM imagery elements:

- Equipment packaging and transportation to operation site(s) and return defective equipment for repair, diagnose malfunctions and power problems.
- Perform repairs, calibration, and technical inspection.
- Perform pre-deployment testing of light table control; collimation and imagery tests prior to shipment of VIPER staged equipment.
- Will assist in packing, crating and moving systems to designated embarkation points for field deployment i.e. airport pick-up.
- Maintain operational inventory of spare parts, power supplies and support equipment.
- Coordinate Imagery Analysis and Photographic Interpretation equipment logistics support with other depots and OEM for evacuation, and perform quality assurance checks for repairs performed prior to acceptance of delivery to VIPER storage facilities.
- Prepare maintenance and logistics documents for equipment repair, evacuation or replacement.
- Ensure compliance with local internal security, controls, standards and procedures.
- Ensures required compliance with good management policies.
- Maintain a complete inventory identifying operational status of authorized Imagery Analysis and Photographic Interpretation equipment by location.
- Prepare operational readiness status reports.
- Maintains Point of Contact, maintenance and calibration logs for all assigned equipment.
- Identify, protect and assure secure handling of all classified information.
- Ensure qualified Imagery support personnel possess a TS/SCI security clearance.

C.9.58.2 Performance Measure:

Time to coordinate for diagnosis, repair and calibration of Imagery Analysis and Photographic Interpretation equipment on site, and in VIPER Program, is within two (2) working hours. Time to technically inspect, diagnose and perform repairs on-site, or when equipment is being evacuated to or returned from a higher support activity, is within eight (8) working hours. All calibration and preventive maintenance schedules and specifications shall result in equipment being operational in equal to, or exceeding OEM specification.

C.9.58.3 Performance Standard:

Faults are isolated and diagnosed within one-half hour 80% of the time, and within two hours 95% of the time.

All equipment evacuated to, or returned from a higher support activity for repair or overhaul must be inspected, tested, and an acceptance/disposition proposal be made within two (2) working days of receipt.

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Imagery equipment is diagnosed and repaired within two (2) hours of problem occurrence 80% of the time, and within five (5) hours in 95% or less of the time. System functions with no recurrence of same fault or problem for two (2) working days.

On-site Analysis and Photographic Interpretation equipment is scheduled and calibrated prior to calibration expiration date.

All Analysis and Photographic Interpretation equipment are technically inspected prior to shipment to a mission site, or upon receipt into the VIPER program, with status and/or repair part requirements documented within two (2) working days.

No fingerprints, residue, nor signs of abuse will be evident on any optical or optical control surfaces.

C.9.58.4 Deliverable:

Maintain and update status of maintenance actions, calibrations, inspections and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.59 Support of INSCOM Information Dominance Center/Extension Network (IDC/IDC Extension :

C.9.59.1 Performance Objective:

The Contractor will provide logistic and maintenance and engineering support on designated systems to sustain the INSCOM IDC/IDC Extension operations. The type of systems/equipment to be supported, but not limited to, is: SIGINT Hardware systems, COTS, Laptop computers, monitors, NT-based systems, MS WinNT file Servers, PC Based Fusion Systems, and associated servers. Contractor support will include:

Troubleshooting and diagnosing equipment failures, resolving mission related problems on hardware/software and restoring systems to a full mission capable status.

Coordinating logistic support with the Original Equipment Manufacturer (OEM).

Coordinate operator training with the OEM

Performing or assisting in the installation of equipment and associated peripherals.

Preparing engineering drawings to reflect equipment configuration.

Supply support to include ordering of spare parts, maintaining inventory, packaging and shipping equipment/parts.

Responsible to perform or augment maintenance support for the IDC hub Center, TACLANE and LAN Infrastructure.

Exercise good management policies and ensure compliance with local internal controls, standards and procedures especially as it pertains to protecting and handling of classified information, equipment and documentation.

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Provide logistical support eight hours per day with on-call support 24 hours per day and as required, provide 24-hour per day 7-days per week support.

C.9.59.2 Performance Measure:

Time required to diagnose on site work requests.

Time to diagnose and perform repair or when evacuated equipment is evacuated to a higher support activity.

Adherence to established preventive maintenance schedules above the operator level.

C.9.59.3 Performance Standard:

Achieve a mission availability rate of 95% or greater.

Faults that have been isolated are diagnosed within on half hour 80% of the time, and within two hours 95% of the time. All equipment evacuated to a higher support activity for repair or calibration must be inspected, tested, and a determination of required corrective action made with three working days of receipt.

All LAN/WAN and equipment is diagnosed and repaired within two (2) hours of problem occurrence 80% of the time, and within five (5) hours in 95% or less of the time. System functions with no recurrence of same fault or problem for two (2) working days.

IOCN equipment has scheduled PMCS's above the operator level completed on schedule 100% of the time.

C9.59.4 Deliverable:

Maintain and update status of maintenance actions, calibrations, inspections and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

Provide updated engineering technical drawings reflecting all hardware installations or relocations within the IDC hub/IDC extension.

C.9.60 Mission System Product Improvement:

C.9.60.1 Performance Objective:

C.9.60.2 Performance Measure:

C.9.60.3 Performance Standard:

C.9.60.4 Deliverables:

When tasked by the Government or when the Contractor recognizes the need to improve an area covered by this WS, the Contractor shall conduct analyses and develop recommendations focused on system level improvements to reduce maintenance/ repair requirements and increase operational availability.

C.9.61 System and Facility Renovations & Upgrades:

C.9.61.1 Performance Objective:

The Contractor shall perform or participate in major system and facility renovations & upgrades defined by the scope of this work statement, to include fielding of new systems, and upgrades to electronic and mechanical equipment, antennas, HVAC components, power, grounding, security

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and safety equipment and facilities to accommodate space management renovations for fixed, tactical and mobile systems and locations.

(Note: If/When these efforts are determined by the contractor to be beyond the capabilities or resources of contractor personnel, the Contractor shall deliver a plan detailing the need and cost for additional resources that are recommended, and presents the mission impact with and without the use of additional resources, and any other alternate approaches. This plan must be approved and authorized by the Government in advance of incurring any additional costs.

C.9.61.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.61.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.61.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.62 Electrical Support:

C.9.62.1 Performance Objective:

The Contractor shall install, remove, modify, troubleshoot, repair and perform preventive maintenance on any or all feeder or branch low-voltage (600 volts and below, 50/60 HZ) power wiring of single and multi-phase cables to include all related materials (i.e. distribution boxes, pull boxes, switching panels, conduit, raceways, cable trays and grounding). Safety and NEC standards will be the standard; DPW will be informed of all actions. The Contractor may also be required to inspect and make measurements on high voltage equipment but will not be required to work on this equipment. Note: Any efforts such as this, which are greater in scope than simple branch circuit wiring, shall be coordinated with the Contractor Senior Electrical Engineer (SEE) to insure appropriate design. All modifications and installation to existing wiring shall be completed IAW the U.S. National Electric Code (NEC), INSCOM Regulation 210-6, INSCOM Pamphlet 210-6 and host nation regulations. Any conflict between INSCOM Regulation 210-6, the NEC and the host country shall be referred to the ACOR for resolution. The Contractor shall perform installation of technical/utility/UPS power and grounding and perform other installations duties when directed.

C.9.62.2 Performance Measure:

Perform all work IAW the National Electric Code and perform Safety IAW the Occupation Safety and Health (OSHA) standards.

C.9.62.3 Performance Standard:

Perform all work IAW the NEC, IR 210.6, and OSHA standards. Complete all work within established downtimes to allow for continual 24 hour operations. No safety violations from contractor work performed.

C.9.62.4 Deliverable:

Maintain and update status of maintenance actions, calibrations, inspections and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

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C.9.63 Mechanical HVAC:

C.9.63.1 Performance Objective:

The Contractor shall troubleshoot, perform fault isolation, install, maintain and repair Heating, Ventilating and Air Conditioning (HVAC) systems and equipment within the designated strategic (fixed), tactical shelters, trailer, and mobile facilities or mission equipment shelters and in related, supporting systems inside or outside secure areas, to include those mission and support systems deployed for QRC/RRC actions. The Contractor shall also provide testing and balancing services and support for air and water systems.

At BAS these requirements will be limited to all buildings, SCIFs, and support structures within the operational fence line and HVAC systems supporting the secure portions of headquarters building number 301. A summary of work performed under this task shall be reported IAW CDRL A001.

C.9.63.2 Performance Measure:

HVAC systems in operation.

C.9.63.3 Performance Standard:

Operation/mission equipment not affected due to HVAC systems problems. Respond to and repair critical HVAC failures within 2 hours of system outage 90% of the time. Repair non-critical HVAC systems within 24 hours or by next duty day.

C.9.63.4 Deliverable: Maintain and update status of maintenance actions, calibrations, inspections and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.64 Mechanical Fire Detection:

C.9.64.1 Performance Objective:

The Contractor shall maintain Fire Detection and Suppression systems to remain within nominal operating capability within designated facilities and in related supporting systems inside or outside secure areas.

C.9.64.2 Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.64.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.64.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

Maintain and update status of maintenance actions, calibrations, inspections and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.65 Mechanical Plumbing:

C.9.65.1 Performance Objective:

The Contractor shall maintain, repair and service latrines, showers, sinks, water fountains and other utility pipe fittings within designated support facilities, as well as in TROJAN or other fixed, tactical or mobile troop support shelters, and in other related supporting systems inside or outside secure areas. The Contractor shall install, remove, renovate, maintain, and repair

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plumbing, piping, pumping, and HVAC systems, distribution equipment, components and appurtenances in related supporting systems inside or outside secure areas.

C.9.65.2. Performance Measure – Accuracy and timeliness of analysis, studies and reports. For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.65.3 Performance Standard – Error Free, For Performance Measurement Standards refer to C.5.2.1.2.

C.9.65.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

C.9.66 Control System Support:

C.9.66.1 Performance Objective

The Contractor shall operate, maintain, troubleshoot, perform fault isolation, analyze and repair control systems and control components associated with facility equipment and systems. The controls may be pneumatic, electric, electronic, electromechanical, or computer hardware, software or firmware based

C.9.66.2. Performance Measure – For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.66.3 Performance Standard – For Performance Measurement Standards refer to C.5.2.1.2.

C.9.66.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

Maintain and update status of maintenance actions, calibrations, inspections and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.67 General Construction Support:

C.9.67.1 Performance Objective:

The Contractor shall provide general construction and repair support for facilities at each location. Support provided under this task includes general construction, maintenance or repair of walls, wall surface treatments, flooring, ceiling, roof, windows, doors, furnishings, and other architectural components and hardware inside and outside of facilities. The Contractor shall also provide minor repairs to tactical and mobile mission or mission support shelters.

C.9.67.2 Performance Measure – For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.67.3 Performance Standard – For Performance Measurement Standards refer to C.5.2.1.2.

C.9.67.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

Maintain and update status on the G4 portal of repairs, maintenance actions, calibrations, inspections and tasks performed relative to construction support. Current status shall not be older than 24 hours unless specifically required by task.

C.9.68 Station Surveys:

C.9.68.1 Performance Objective:

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The Contractor shall survey specified locations for unit relocations, facility rehabilitations, realignments, transfers or draw downs. Based on survey analysis, the contractor shall develop an Installation-Engineering Plan that will meet government specified operational requirements and which will consist of recommendations for: floor plan layouts; block diagrams; bills of material; duct and conduit runs; signal, coaxial, fiber, and power cabling; HVAC and heating system; and, test and cutover plans. All surveys and plans will consider possible EMC impacts.

C.9.68.2. Performance Measure – For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.68.3 Performance Standard – For Performance Measurement Standards refer to C.5.2.1.2.

C.9.68.4 Deliverables:

The contractor shall deliver an Installation-Engineering Plan, CDRL A008, for all locations surveyed, and all above survey results shall be included. All drawings shall be in Auto-Cad-compatible format as specified by the Government. The Plan shall include:

- Recommended floor plan layouts, including sketches with dimensions clearly annotated.
- Recommended lists of materials needed, to include cabling, connectors, electrical grounding, conductors, ducts, raceways, and raised flooring where applicable.
- Assessment of adequacy of existing power and HVAC capacity.
- Recommended schedule for equipment reconfiguration and cutover of operations mission.
- Estimated number of man-hours needed to complete the project.
-

C.9.69 LAN/WAN Support:

C.9.69.1 Performance Objective:

The contractor shall:

- Provide Electronics (IT) Systems Engineering support for UNIX and MS Windows NT based systems
- Provide UNIX and MS Windows NT based software support
- Provide mechanical engineering support for hardware that is software driven or controlled
- Provide JAVA Script support

C.9.69.2 Performance Measure:

C.9.69.3 Performance Standard:

9C.9.69.4 Deliverables

C.9.70 Mission Software maintenance support:

C.9.70.1 XX Performance Objective:

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The Contractor shall provide Mission Software Maintenance support to designated Operational Systems. Microsoft Windows Administration, UNIX Operating System Administration, HTML Web Based Page development, and Database Development are required.

C.9.70.2 Performance Measure:

Server level availability

Number of security breaches

24-hour system data integrity: Loss due to failure to perform backup.

Quarterly PMCS's accomplished within scheduled timeframes.

C.9.70.3 Performance Standard:

Server level availability 98% per month, downtime not to exceed 3 hours per occurrence, 5 hours if call-in required; No security breaches; No loss of productivity due to failure to perform backup; Mission server problems will require continual maintenance support until the network and servers are functioning at 100%.

C.9.70.4 Deliverables:

Server and Windows Exchange environmental failures shall be documented and monthly reports shall state the nature of the failure, and provide root-cause analysis, diagnosis, and recommendations to prevent future occurrences. The documentation shall be delivered to the designated personnel.

For each restore/recovery event, a summary report is required. The report will include - what worked well; lessons learned; recommendations; and, failure points. The contractor shall deliver the report to the designated personnel.

Document and deliver a report of all IAVA responses to the designated Information Assurance Security Officer (IASO) monthly.

- Monthly report of backup tape inventory

Monthly report of server maintenance actions and planned maintenance actions for the following current and next month, including proposed scheduled maintenance activities.

System Administration Logbook, maintained at the System Administration Office

C.9.71 Mission Essential/Critical Operations:

C.9.71.1 Performance Objective:

The contractor shall maintain 24-hour per day, 7 days per week operation in areas designated by the Government as critical at those sites so affected. For those areas, designated positions will require 24-hour per day coverage by Contractor personnel at their duty stations. In addition, for equipment and systems that operate in support of Mission Essential or Critical Operations, the Contractor shall provide capability for members of the software and hardware maintenance staffs to respond to emergency trouble calls or maintenance requests during off-duty hours, including in excess of eight hours per day, on weekends and holidays.

C.9.71.2 Performance Measure – For additional Performance Measurement criteria refer to C.5.2.1.1.

C.9.71.3 Performance Standard – For Performance Measurement Standards refer to C.5.2.1.2.

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C.9.71.4 Deliverable: For Deliverable Requirements see paragraph C.5.2.1.3.

Maintain and update status of maintenance actions, calibrations, inspections and tasks on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

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The Contractor shall provide maintenance and engineering support on the following examples of mission critical systems and any enhanced or replacement systems at BAS on a 24-hour, 7-day per week basis: ABOVEBOARD, ABOVEGROUND, AMHS, ARDC, ASSET Satellite Systems, ASTONISH, AVALANCHE, BACKHOME, BLACKNIGHT, BREEZE, CELTIC II, CONGA, CRUTCH, SEMESTER, CLOVE, EAGLEPIPE, FASTNER, GIGSTER, HOMBRE, HYBRID SERVERS, ITX, JAGUAR, JDISS, JWICS, MESSIAH, MULTIPASS, P25 BAS FORTH, POWERPLANT, PREDATOR, QIUCKSILVER, QUIDDITCH, STARQUAKE, SILVERFISH, SIPRNET, SPIDERWEB, SUPERBAD, SUPER CODING, STARHOUSE, STRAQUAKE, TATERS, TATERS III, TDS, TRIBUTARY, TROJAN, TUMBRIL, WARSTOCK, WILEY, all EAGERNESS/TABLER/ LAKOTA/CELTIC II systems, NT- (and later) based systems and file services, MS Win 2000 SUITE, MS Systems Management Server, MS 2000 Active Directory Services, MS Office 2000, and Server, NES 5 operating system, MS Win NT file servers, the MS Exchange server (defined as mission-critical by the Mission Director), Telecommunications Center (TECOM) systems, station antennas and RF systems to include their controllers and software, and the LAN infrastructure and associated servers within the Operations Building. All other systems as designated by the COR shall be maintained on an 8-hour, 5-day per week schedule. Scheduling shall be established so that no scheduled overtime will be incurred and coverage will be staggered to meet BAS requirements. The Contractor shall operate the BAS Data Center at least eight hours per day during the Principal Period for Maintenance (PPM) with access permitted to BAS support Contractor personnel 24-hours per day. The security of the Data Center shall be maintained at all times. After-hours access to the Data Center shall be controlled by the shift supervisor.

The Contractor shall provide facilities maintenance support on all building equipment and systems at standard operational levels throughout the contract performance period at BAS and as specified in individual tasks for other designated locations.

C.9.72 Infrastructure support:

C.9.72.1 Performance Objective:

BAS infrastructure support is broken down into the following functional categories: Software Development, Software Administration, Hardware Maintenance (includes networks, systems, PMEL, and Installations), TCOMM (includes telephony), and Documentation & Data Center. The objective of these various entities is to provide end-to-end maintenance and engineering services for all components, systems, and equipment that comprise the infrastructure at BAS. These services are to include 24/7 on site coverage of mission critical infrastructure components and 24/7 emergency call-in coverage for all systems designated as critical to the infrastructure.

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C.9.72.2 Performance Measurement: Mission critical systems to maintain 98% operational capability. Ability to meet delivery schedule in accordance with time frame negotiated with ACOR.

C.9.72.3 Performance Standard

C.9.73.4 Deliverable: Maintain and update status of maintenance actions, calibrations, inspections and tasks on the G4 portal. Status shall not be older than 24 hours unless specifically required by task.

C.9.73. Network Support:

C.9.73.1 Performance Objective:

Provide 24/7 support (call-ins after duty hours) to resolve mission critical problems with the Local and Wide Area Network (LAN & WAN) infrastructure.

- Alert TCOMM Tech-Controllers if WAN problems look like they are due to communications problems.
- Coordinate computer moves/installations/de-installations with UNIX administration, and PC teams.
- Ensure the LAN/terminal database is accurate and up to date.
- Monitor all networks and respond to faults as well as identify loading that could cause potential problems. Report these problems to LAN team leader.
- Ensure ISSPM is notified before non-standard equipment connections requests are submitted to the LAN team.
- Use Remedy tracking system to track and complete customer request.
- Complete all work requests (via Remedy, phone conversations, etc.) on or before the negotiated due date with the government lead.
- Ensure all critical network equipment configurations are backed up on a tftpboot server so the network can be brought back up following equipment failure.
- Expand/Test or de-install fiber or copper infrastructure as directed by the LAN Team lead.

C.9.73.2 Performance Measures: Network Support

- Repair 80% of network problems in less than 2 hours.
- Provide 99% system availability 24/7.
- Publish outage messages within 2 hours of completion.
- Complete 99% of all development requests on or before the negotiated due dates with the government lead.
- LAN/Terminal database requirements will be considered met if periodic audit against physical installation is accurate.

C.9.73.3 Performance Standard:

C.9.73.4 Performance Deliverables: Network Support

- Produce monthly status reports of on-going projects.
- Generate outage/wrap-up messages.
- Generate end of project reports in the format of a J6 Briefer.

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- Document technical procedures and network diagrams, and floor plans.
- Perform monthly network node counts for all networks.

Produce monthly network loading statistics for all networks. Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.74 Hardware Maintenance Support:

C.9.74.1 Performance Objective:

PC Team Responsibilities:

- Provide computer and printer installation, de-installation, hardware maintenance and relocation support to include diagnosis, fault isolation and repair.
- Adhere to all aspects ECP process to include property accountability and database updates
- Respond to users' requests/trouble calls through Remedy maintenance tracking system.
- Use remedy tracking system to track and complete customer requests. Each worker shall sign off on each ticket with printed name, signature, and phone number.
- Provide accountability for all maintenance items
- Coordinate with other appropriate teams as required.

PC Team Performance Metrics:

- Repair 80% of PC/workstation hardware problems in less than 4 hours.
- Provide 99% system availability 24/7.
- Publish outage messages with 2 hours of completion.

PC Team Deliverables:

- End of project reports in the form of J6-Briefers
- Document procedures to use new hardware/software tools
- Coordinate with Property Book Office (PBO) on appropriate changes

Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.74.3 Performance Standard:

C.9.74.4 Deliverables:

C.9.75. Digital Copier and Digital Sender support:

C.9.75.1 Performance Objective:

- Perform troubleshooting, fault isolation and repair of digital copiers and digital senders.
- Identify and resolve problems by repairing or replacing components.
- Perform installation and de-installation of digital copiers and digital senders as requested by the government.

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- Perform preventative maintenance of digital copiers and digital senders in accordance with manufactures recommendations.
- Perform all maintenance in accordance with Annex W of NSA/CSS Manual 130-1.

C.9.75.2 Performance Measures:

- Provide 98% digital copier and digital sender availability during normal working hours.
- Perform all scheduled maintenance within 5 days of manufacturer's recommendations, as permitted by government activities.
- Zero infractions of Digital Copier Policy as set forth in Annex W of NSA/CSS Manual 130-1.
- 100% documentation of all maintenance activities reported via the REMEDY Database Tracking System.

C.9.75.3 Performance Standard:

C.9.75.4 Performance Deliverables:

All maintenance actions reported via the REMEDY Database Tracking System.

- Trouble call response time not to exceed 1 workday.
- Fault isolation and repair not to exceed 2 workdays.

C.9.76 Software Administration

C.9.76.1 Performance Objective:

NT Team Responsibilities:

- Provide 24/7 support to resolve mission critical problems with NT products
- Perform NT Operating systems and application installations and software maintenance
- Perform account management, troubleshooting
- Coordinate with LAN and PC team on all hardware installations
- Thoroughly test all new software prior to implementation.
- Test, integrate, baseline, and maintain solutions into operations architecture
- Use remedy tracking system to track and complete customer requests. Each worker shall sign off on each ticket with printed name, signature, and phone number.

C.9.76.2 Performance Standards:

NT Team Performance:

- Repair 80% of system problems in less than 2 hours
- Provide 99% system availability 24x7.
- Publish outage messages within 2 hours of completion
- Create new accounts within 1 business day

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- Deliverables are produced on or before due dates negotiated with the Government lead
- Complete 99% of all development requests on or before due dates negotiated with the Government lead

C.76.3 Performance Measure:

C.76.4 NT Team Deliverables:

Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

- Generate outage messages
- End of project reports in the form of J6-Briefers
- Document procedures to use new hardware/software tools Document software programs and functionality

UNIX Team Responsibilities:

- Provide 24/7 support to resolve mission critical problems with Unix products
- Perform Sun Solaris Operating systems and application installations and software maintenance
- Perform account management, troubleshooting
- Coordinate with LAN and PC team on all hardware installations
- Thoroughly test all new software prior to implementation.
- Test, integrate, baseline, and maintain solutions into operations architecture

UNIX Team Performance Metrics:

- Repair 80% of system problems in less than 2 hours
- Provide 99% system availability 24x7.
- Publish outage messages within 2 hours of completion
- Create new accounts within 1 business day
- Deliverables are produced on or before due dates negotiated with the Government lead
- Complete 99% of all development requests on or before due dates negotiated with the Government lead

UNIX Team Deliverables:

- Generate outage messages
- End of project reports in the form of J6-Briefers
- Document procedures to use new hardware/software tools
- Document software programs and functionality

Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.77 Software Development

C.9.77.1 Performance Objective:

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Database Team Responsibilities:

- Provide Sybase, Oracle and Microsoft database support
- Develop and maintain HTML, XML, PERL, and JAVA programs to interface with web-based database applications
- Design and develop database software application tools to include mission support, property tracking, and personnel
- Test, integrate, baseline, and maintain solutions into architecture

Database Team Performance Metrics:

- Provide 99% system availability 24x7.
- Publish outage messages within 2 hours of completion
- Deliverables are produced on or before due dates negotiated with the Government lead
- Complete 99% of all development requests on or before due dates negotiated with the Government lead

Database Team Deliverables:

- Provide monthly status of on-going projects
- Provide end of project reports in the form of J6-Briefers
- Document procedures to use new software tools
- Document software programs and functionality

C.9.78 Documentation and Data Center

C.9.78.1 Performance Objective:

- Provide, modify, and create drawings for floor plans and rack elevations for BAS to include some TCOMM and facilities drawings via valid remedy tickets and the ECP process.
- Provide planning and consulting on engineering plans and space management via configuration manager, Remedy tickets and the ECP process.
- Provide database maintenance of wire list (schematic s/wiring and system diagrams) and rack count (inventory of quantity of racks and equipment's. Incorporate updates as supplied by site engineers or as required by ECP's.

Performance measures:

- Drawing remedy requests successful if drawings are produced or modified within allotted time frame.
- Drawing ECP requirements fulfilled if completed within two weeks of receiving task.
- Planning and consultation requirements fulfilled accurately and documentation and drawings are provided on or before due dates negotiated with the Government lead..
- Database requirements met if periodic audit against physical installation is accurate.

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Deliverables:

- Accurate and timely delivery of new or modified drawings.
- New or modified drawings to reflect engineering changes.
- Production of drawings or drawing modifications to support site-planning efforts.
- Updated rack count and wire list databases.

C.9.79 Security System Support:

C9.79.1 Performance Objective:

- The physical security system at Bad Aibling Station consists of an entry control system (ECS) and an intrusion detection system (IDS). Other sites supported under this contract may have one or both of these systems depending on the level of security required.
- The ECS is a proprietary system called CONFIRM and is centrally managed by the National Security Agency. The system is comprised of several computers for database servers, a network controller system, a badge reader system, mechanical turnstiles and badge readers. The badge readers use magnetic strip and proximity badges to record and restrict access to various areas at the Bad Aibling Station. NSA controls the hardware and software configuration while the end-users are responsible for maintaining and ordering consumable supplies.
- The IDS is a commercially available system manufactured by Logiplex. It uses balanced magnetic switches on doors and windows and passive infrared sensors for motion detection in rooms and hallways. This system is installed at Bad Aibling Station. When the system fails at BAS, an armed guard must be posted immediately inside the QRF arms room. If the system is down for more than two hours roving armed patrols must be established within the Station. (The guards are unit responsibilities but illustrate the criticality of the IDS system)

C.9.80. CONFIRM Badge Reader Operation.

The contractor shall provide physical security support functions, to include:

- Manage the CONFIRM hardware, to include:
 - Internal wiring of all badge readers, sensors and door locks
 - Operation of all turnstiles
 - Officer Watch post operation
 - CONFIRM server and controllers
 - Polaroid camera and badging system
 - Implement life cycle replacement of hardware
- Manage the CONFIRM software, to include:
 - Ensuring all scheduled backups are performed
 - Ensuring software upgrades are installed
- Install and remove CONFIRM nodes as required.

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- Assist SSO personnel in researching and acquiring replacement hardware and consumable supplies
- Perform scheduled preventive maintenance
- Create or maintain system procedure documentation

Maintain a Systems Administration Logbook, containing all pertinent system information, e.g., hardware/software descriptions, configuration files, custom scripts, startup/shutdown and backup/recovery procedures, system changes and problem resolutions, etc.

Performance Measure:

- System operation: Percentage availability, downtime
- Database access/availability: Percentage availability, downtime
- Security compromise by lock or reader failure: Instances
- 24-hour system data integrity: Loss of data or productivity due to failure to perform backup
- Scheduled Maintenance accomplished within 5 days of system Program Manager's recommendations, as permitted by government activities.
- Customer feedback: Solicitation time, Percentage of satisfaction

Performance Standard:

- System operation: 99.5 % per month, not to exceed 1 hour down time per occurrence
- Database access/availability: 99.0% per quarter, downtime not to exceed one hour per occurrence
- Zero security compromises by lock or reader failure
- No loss of data or productivity due to failure to perform scheduled system backup

Deliverables:

- All hardware failures shall be documented via the REMEDY Database Tracking System and a monthly report shall state the nature of the failure, if known, and provide root-cause analysis, diagnosis, and recommendations to prevent future occurrences. The documentation shall be delivered to the designated personnel.
- System Administration Logbook, maintained at the SSO
- System Procedure documentation not provided with the original or subsequent fielding.
- Customer feedback: Not less than 30 minutes after service completed. 100% satisfaction per quarter.

C.9.81 Logiplex Intrusion Detection System (IDS) Operation:

C9.81.1 Performance Objective:

The contractor shall provide physical security support functions, to include:

- Manage the Logiplex IDS hardware, including:
 - Internal wiring of all sensors
 - Logiplex server and controllers

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- Implement life cycle replacement of hardware
- Manage the Logiplex proprietary software, to include:
 - Ensuring all scheduled backups are performed
 - Ensuring software upgrades are installed
- Install and remove Logiplex nodes as required.
- Perform scheduled preventive maintenance
- Create or maintain system procedure documentation
- Maintain a Systems Administration Logbook, containing all pertinent system information, e.g., hardware/software descriptions, configuration files, custom scripts, startup/shutdown and backup/recovery procedures, system changes and problem resolutions, etc.

Performance Measure:

- System operation: Percentage availability, downtime
- Database access/availability: Percentage availability, downtime
- Security compromise by sensor or system failure: Instances
- 24-hour system data integrity: Loss of data or productivity due to failure to perform backup
- Scheduled Maintenance accomplished within 5 days of system Program Manager's recommendations, as permitted by government activities.
- Customer feedback: Solicitation time, Percentage of satisfaction

Performance Standard:

- System operation: 99.5 % per month, not to exceed 1 hour down time per occurrence
- Database access/availability: 99.0% per quarter, downtime not to exceed one hour per occurrence.
- Zero security compromises by lock or reader failure.
- No loss of data or productivity due to failure to perform scheduled system backup
- Customer feedback: Not less than 30 minutes after service completed. 100% satisfaction per quarter.

Deliverables:

- All hardware failures shall be documented via the REMEDY Database Tracking System and reports shall state the nature of the failure if known, and provide root-cause analysis, diagnosis, and recommendations to prevent future occurrences. The documentation shall be delivered to the designated personnel.
- System Administration Logbook, maintained at the SSO
- System Procedure documentation not provided with the original or subsequent installations.

C.9.82 TCOMM Support:

C.9.82.1 Performance Objective:

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- Provide technical assistance to site Tech Controllers on a priority basis during system fault isolation event (circuit outages).
- Install, services, and maintain communications equipment supporting trunks and circuits associated with mission support.
- Take direction from and execute the guidance provided from the J6 Communications Site Engineer
- Provide feedback to the Site telecommunications engineer in the form of “REDLINE drawings”, verbal conversations, e-mail or memos to improve the installation process of communications equipment installations on or before due dates negotiated with the Government lead
- Personnel must be available to work flexible work schedule and are subject to recall for servicing of areas designated by the Government as critical.
- Personnel shall respond to emergency trouble calls or critical maintenance requests during after hour’s periods (including in excess of eight hours per day and on weekends and holidays).
- Must evaluate documentation such as, but not limited to, specifications, drawings, technical reports, evaluations, inventory control lists, and other program documents to aid in proper installation, periodic maintenance, TCOMM databases (frame records, x-connect records and SOP’s) and servicing related to maintaining communications trunks and circuits.
- Responsible for performing scheduled and unscheduled maintenance and implementing engineering changes on a 24-hour a day, 365 days per year basis.
- Ensure work areas are maintained in as a “Safe Work Environment” per DOD and OSHA standards.
- Maintain a bench stock of commonly used maintenance items, to include electronic parts, tools and installation materials.
- Perform proper tool control inventories.
- Assist site personnel with equipment inventory.

Performance Measures:

SATCOM Trunk Carrier Support and Maintenance

- Complete 99% of all circuit/trunk installation, modification, and maintenance requests on or before requested due date.
- Perform monthly performance checks (PMI’s) of Satellite equipment IAW site SOP.
- Perform annual EMI survey for area adjacent to satellite terminals.
- Perform fault isolation on satellite transmission systems IAW proper satellite fault isolation procedures.
- Ensure Site Satellite SOP is updated for any changes to system.
- Ensure defective satellite equipment is sent to the repair/return facility as quickly as possible.
- Inform site government personnel of any actions/events that could effect satellite operation or degrade the systems performance.

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- Perform operational checks “bench test” all items returned from off-site maintenance to ensure proper operational status

Telephony Support:

- Complete 99% of all work orders for telephone service on or before their due date.
- Cumulative unscheduled NSTS secure switch outages not to exceed 12 hours per year
- Ensure station personnel are aware of any outages on the forecasted for the telephone system.
- Ensure station personnel are made aware of unscheduled outages on the telephone system as soon as possible. (This action should not conflict with fault isolation of the telephone system.)
- Perform minor user modifications to system as requested by user.
- Ensure user modifications requests do not conflict with NSA Circular 100.1.
- In the event of a user modification request that conflicts with NSA Circular 100.1, the request for modification will be forward to government personnel for approval before any action is taken.
- Ensure installation/deinstallation of any telephone equipment is in accordance with DOD and NSA regulations.
- Personnel must be formally trained on operation, programming and maintenance of the secure telephone switch.
- Provide call-in service on a 24/7 basis for telephone switch maintenance in case of a hardware/software failure.

C.9.83 Mission Support

C.9.83.1 Performance Objective:

Mission related support at BAS is broken down into four logical areas of support. They are Software maintenance, Hardware maintenance, Research and Development, and RF support. The objective is to provide BAS operational elements with the necessary maintenance, engineering and development support capabilities to sustain current mission systems and develop new mission capabilities in response to operational tasking. These services are to include 24/7 on site coverage of mission critical systems and 24/7 emergency call-in coverage for all systems designated as critical.

C.9.83.2 Performance Measurement:

- Fully operational capability shall be maintained at 98% per month for mission critical systems.
- Ability to meet delivery schedule in accordance with time frame negotiated with ACOR.

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C.9.83.3 Deliverables:

Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.84 Software Maintenance

C.9.84.1 Performance Objective:

Mission Systems Team Responsibilities:

- Provide 24/7 support to resolve mission critical problems Mission Systems
- Design and develop hardware/software application tools for real-time data acquisition
- Provide dataflow solutions to support operational requirements
- Test, integrate, baseline, and maintain solutions into operations architecture
- Develop and maintain C, C++, PERL, and JAVA programs to interface with current operations architecture

Mission Systems Performance Metrics:

- Provide 99% system availability 24x7.
- Publish outage messages within 2 hours of completion
- Deliverables are produced on or before due dates negotiated with the Government lead
- Complete 99% of all development requests on or before due dates negotiated with the Government lead

Mission Systems Team Deliverables:

- End of project reports in the form of J6-Briefers
- Document procedures to use new hardware/software tools
- Provide engineering technical drawing packages for any hardware built
- Document software programs and functionality
-

. Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.85 Hardware maintenance

C.9.85.1 Performance Objective:

Hardware Maintenance Team Responsibilities:

- Provide 24/7 support to resolve mission critical problems with operational systems
- Perform troubleshooting and fault isolation of mission data flow to identify problems with mission systems
- Perform troubleshooting and fault isolation within mission systems to identify and fix problems by repairing and/or replacing components

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- Prepare rack elevation drawings, floor plans, system interconnection diagrams to support engineering proposals
- Update and maintain station wire-list database
- Perform preventive maintenance of mission systems
- Fabricate and install a wide variety of cable types and configurations to include: Power, Fiber Optic, Signal/Data, Internal Rack, RG cabling, Ethernet backbone, and ground
- Calibrate and test equipment to include: Receivers, Demodulators, A/D converters, Signal Analyzers, Spectrum Analyzers, Signal Generators, Frequency Counters, Protocol Analyzers, Multi-meters, and other test equipment as necessary
- Provide assistance to other site teams as requested
- Perform installation, de-installation, and configuration modifications of equipment racks
- Coordinate off-site repair of equipment as necessary

Hardware Maintenance Team Performance Metrics:

- Repair 80% of mission critical problems in less than 2 hours
- Deliverables are produced in a timely manner and according to Station guidelines
- Preventive maintenance is performed on-time and according to Station procedures
- Professional quality cable preparation, rack layouts, and other technician related work
- Spare equipment is maintained and calibrated quarterly

Hardware Maintenance Team Deliverables:

- Technical drawing updates to the Site Documentation Center in support of engineering efforts
- Outage reports
- Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.86 Research and Development

C9.86.1 Performance Objective:

Research & Development Team Responsibilities:

- Provide 24/7 support to resolve mission critical problems with R&D products
- Design and develop hardware/software application tools for real-time data acquisition
- Test, integrate, baseline, and maintain solutions into operations architecture
- Apply bit stream manipulation techniques to Xilinx/VHDL based designs for FPGA products

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- Develop and maintain C, C++, and PERL programs to interface with current operations architecture
- Develop and maintain MOTIF based software to control real-time data acquisition functionality

Research & Development Team Performance Metrics:

- Repair 80% of mission critical problems in less than 2 hours
- Baseline products should be at least 98% fault-free during operational use
- Deliverables are produced on or before due dates negotiated with the Government lead
- Engineering solutions result in increased operational capability
- Complete 99% of all development requests on or before requested due dates
- Documentation is updated based on design modifications

Research & Development Team Deliverables:

- End of project reports in the form of J6-Briefers
- Document procedures to use new hardware/software tools
- Provide engineering technical drawing packages for any hardware built
- Document software programs and functionality.
- Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.87
C.87.1

RF Support **Performance Objective:**

RF Team Responsibilities (does not include HF)

- Maintain a robust COMSAT antenna architecture to support the Station's operational mission
- Provide 24/7 support to resolve mission critical problems with the antenna architecture
- Plan and implement enhancements to the Station's current COMSAT antenna architecture to include installation of acquired systems/components, and development/modification of parabolic antenna and RF distribution components
- Generate new technical solutions followed by design of antenna improvements
- Perform antenna system testing
- Train antenna operators and write Standard Operating Procedures
- Perform technical research and requirements definition
- Plan and purchase new components through coordination with Government personnel
- Perform life-cycle support of radomes to include:
- Preventive maintenance checks as required by site
- Repairing of tears in skin to include Tedlar replacement

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- Cluster cap replacement
- Power washing and repainting
- Re-caulking of deficient seams
- Maintain lightning protection systems and aircraft warning lights
- Perform life cycle support of BAS parabolic antenna systems
- Evaluate antenna performance and identify/resolve problems with signal quality
- Maintain RF antenna cabling. Troubleshoot and terminate fiber optic, electrical power, and grounding cables
- Diagnose and repair critical antenna and radio frequency distribution (RFD) subsystems, i.e. line tuners, and antenna test systems
- Perform fault isolation and repair of all system electronic assemblies i.e. preamplifiers, cables, receivers, converters, servo-systems, analog and digital displays
- Identify and resolve EMI/RFI mitigation problems
- Develop and initiate preventative maintenance procedures for antenna systems as needed

RF Team Performance Metrics:

- Repair 80% of mission critical problems in less than 2 hours
- Engineering solutions result in increased operational capability
- Deliverables are produced on or before due dates negotiated with the Government lead
- Complete 99% of all development requests on or before due dates negotiated with the Government lead
- Preventive maintenance is performed on schedule and according to Station procedures
- Engineering documentation is updated based on antenna architecture modifications

RF Team Deliverables:

- High level proposals for modifications of new installations
- Weekly status of current projects, test results, issues, etc
- End of project reports in the form of J6-Briefers
- Document procedures to use new antenna solutions
- Maintain engineering technical drawing packages antenna architecture
- Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.88 Communications Signals Team Support

C.9.88.1 Performance Objective:

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- Perform technical research on communications signals to resolve mission-critical problems.
- Test, integrate, and baseline processing flows in the operational architecture.
- Provide analytic assistance to site operators on a priority basis regarding communications signals.
- Implement specific tasks in Operations mission plan as directed by the Chief of the Bad Aibling Research Center.
- Ensure Operational SOP's are updated for any changes to system processing.
- Forecast operational scenarios to project future resources (i.e., people, equipment) requirements.
- Apply communications signals tools and techniques for real-time data acquisition.
- Inform site government personnel of any events that could effect equipment operation or degrade mission performance.
- Personnel must be able to work a flexible work schedule.

C.9.88.2 Performance Measurements:

- End of Project Report briefing completed within 3 weeks of project completion.
- All deliverables received of or before the negotiated due date agreed upon with the government lead.
- Engineered solutions provide enhanced operational mission capabilities.
- Complete 99% of all analytic and operational tasks on or before the due date negotiated with the site government representative at the time of the request.

C.9.88.3 Performance Deliverables:

- Provide monthly status of ongoing projects.
- Provide End of Project Reports in the form of briefings.
- Document new procedures to use new hardware/software tools.
- Document new processing flows and functionality.
- Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.89 Facility Support

C.9.89.1 Performance Objective:

Facility support at BAS is comprised of HVAC and Electrical support of all Buildings, SCIF's, and support structures within the operational fence line in addition to the maintenance of HVAC and electrical systems supporting the secure

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portions of headquarters building #301. The objective of facilities support is to achieve 100% readiness of facilities and supporting utility systems to insure long-term reliability of the facility components, systems, and equipment through implementation of a regular program of preventative maintenance, and to provide emergency and 24 hour 7 day per week emergency response coverage for facilities and systems designated as critical.

C.9.89.2 Performance Measurement:

Zero downtime to mission critical systems due to facility systems failures.

C.9.89.3 Deliverable:

Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task..

C.9.90. HVAC support

C.9.90.1 Performance Objective:

Bad Aibling Station (BAS), the Contractor shall plan for, install, maintain and repair Heating, Ventilating and Air Conditioning (HVAC) systems and equipment in or on all buildings, SCIFs, and support structures within the operational fence line and HVAC systems supporting the secure portions of headquarters building number 301. The Contractor shall also provide testing and balancing services and support for air and water systems.

C.9.90.2 Performance Measure:

HVAC systems in operation.

C.9.90.3 Performance Standard:

Operation/mission equipment not affected due to HVAC systems problems. Respond to and repair critical HVAC failures within 2 hours of system outage 90% of the time. Repair non-critical HVAC systems within 24 hours or by next duty day.

C.9.90.4 Deliverable: .Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.91 Electrical support

C.9.91.1 Performance Objective:

The Contractor shall install, remove, modify, troubleshoot, repair and perform preventive maintenance on any or all feeder or branch low-voltage (600 volts and below, 50/60 HZ) power wiring of single and multi-phase cables to include all related materials (i.e. distribution boxes, pull boxes, switching panels, conduit, raceways, cable trays and grounding). Safety and NEC standards will be maintained. The Contractor may also be required to inspect and make measurements on high voltage equipment but will not be required to work on this equipment. Note: Any efforts such as this, which are greater in scope than simple branch circuit wiring, shall be coordinated with the Contractor Senior Electrical Engineer (SEE) to insure appropriate

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design. All modifications and installation to existing wiring shall be completed IAW the U.S. National Electric Code (NEC), INSCOM Regulation 210-6, INSCOM Pamphlet 210-6 and host nation regulations. Any conflict between INSCOM Regulation 210-6, the NEC and the host country shall be referred to the ACOR for resolution. The Contractor shall perform installation of technical/utility/UPS power and grounding and perform other installation duties when directed.

C.9.91.2 Performance Measure:

Perform all work IAW the National Electric Code and perform Safety IAW the Occupation Safety and Health (OSHA) standards.

C.9.91.3 Performance Standard:

Perform all work IAW the NEC, IR 210.6, and OSHA standards. Complete all work within established downtimes to allow for continual 24 hour operations. No safety violations from contractor work performed

C.9.91.4. Deliverable: Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

Fort Gordon, GA: Task Area 1.3.2

All subtasks are based on all buildings occupied by the 513th MI BDE, 116th MI Group, and GRSOC referred to as sites 210 / 250. This Requirement has a 20% growth potential over the next 5 years.

C.9.92. Engineering Work Order Management:

C9.92.1 Performance Objective:

Maintain engineering change plan (ECP) database and supporting files. Participate in the development of Local ECPs, Track actions to completion, and close out ECPs. Develop configuration baselines identification controls, status accounting and conduct Physical Configuration audits of unit facilities. Prepare new CADD drawing documentation to support work orders. Coordinate and schedule all Configuration Control Board (CCB) and Configuration Control Board Working Group (CCBWG) meetings. Support Facility Engineer initiatives. Develop technical reports, status reports, configuration identification tables, wire lists and drawing reports.

C.9.92.2 Performance Measure:

Maintain local work order/ECP databases. Produce detailed electrical, electronic schematics; produce mechanical drawings from layouts in accordance with MIL-T-31000; MIL-STD-100E and produce working drawings and schematics of parts and assemblies from sketches, layouts and design plans.

C.9.92.3 Performance Standard:

Maintain engineering change plan (ECP) database daily to 100% accurate. Data Base accuracy maintained to 98% Process data collected from audits into the ASID and station wire lists as required by the ACOR within task time frames.

C.9.92.4 Deliverable:

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Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.93 Site Configuration Documentation:

C.9.93.1 Performance Objective:

The contractor shall provide redline documentation to the draftsman and submit final documentation to the LAO, for any changes made to the Site 210/250 infrastructure. Develop and accumulate raw data measurements from physical inspections of electronic equipment and facilities, transform data into design layouts. Provide drawing support to staff elements such as “As-Builts” and projected floor plans, for various planning and projection projects.. Maintain the Drawing Control database.

C.9.93.2 Performance Measure:

All new Installs, equipment changes and Modification Work Orders are documented within a Drawing Control Database.

C.9.93.3 Performance Standard:

Provide red line changes to site floor plans to the Configuration Control Board Working Group when ECP's are being considered. Update the Drawing Control database within 1 week after completion of the equipment, power and signal changes.

C.9.93.4 Deliverables:

Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

Pyong Taek, South Korea: Task Area 1.3.3

C.9.94. Brigade Mission Systems Restoral:

C.9.94.1 Performance Objective:

The contractor shall provide supplemental maintenance support to designated Mission Systems located within the Brigade footprint. Where TDA/MTOE authorizes, the first echelon of support will come from established Military channels within supported MI Units. Communications Systems, supported circuits, distribution systems, security systems, and troubleshooting skills are an integral portion of the end-to-end support requirements.

C.9.95 Detachments J, K, and L Mission Hardware maintenance support: The contractor shall provide support to three physically Remote Detachments located along the DMZ of South Korea.

C.9.95.1 Performance Objective:

C.9.95.2 Performance Measure:

Mission RSR – Green.

C.9.95.3 Performance Standard:

Hardware Maintenance Standard is 98% availability per month.

C.9.95.4 Deliverable:

All maintenance actions taken will be documented and reports shall state the nature of the failure, provide root-cause analysis, diagnosis, and recommendations to prevent future

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occurrences. . Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.96 527th MI BN Mission Software/ Hardware maintenance support: The contractor shall provide 24/7 direct/in-direct software support for designated mission systems to resolve mission critical problems.

C.9.96.1 Performance Objective – Designated Mission systems hardware will be supported via Electronic Maintenance Branch and the contractor shall provide logistical support augmentation as required to ensure performance standard is achieved and maintained.

C.9.96.2 Performance Measure:

Mission RSR - Green.

C.9.96.3 Performance Standard:

Hardware Maintenance Standard is 98% availability per month.

C.9.96.4 Deliverable:

All maintenance and software support actions taken will be documented and reports shall state the nature of the failure, provide root-cause analysis, diagnosis, actions taken to correct the problem and recommendations to prevent future occurrences of problem. Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.97 Antenna Hardware Support:

C.9.97.1 Performance Objective –

The contractor shall support antenna-climbing requirements and perform scheduled PMCS support on all antennas, antenna components and antenna towers. All antenna components and systems will be maintained at a fully mission capable rate. The contractor will provide logistic support for all Brigade operational mission antennas, cabling, connectors, and distribution systems and associated infrastructure. Zoeckler Antenna field, Detachments J, K, L, and 3rd MI, and Detachment C currently have antenna infrastructure.

C.9.97.2 Performance Measure:

Operational antennas.

C.9.97.3 Performance Standard:

No mission degradation due to antenna performance..

C.9.97.4 Deliverable:

Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

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Darmstadt, GE: Task Area 1.3.5

C.9.98 Physical Security System: The contractor shall maintain and operate the Physical Security System.

C.9.98.1 Performance Objective –

- The physical security system at the Dagger Complex consists of an entry control system (ECS) and an intrusion detection system (IDS). Other sites supported under this contract may have one or both of these systems depending on the level of security required.
- The ECS is a proprietary system called CONFIRMS and is centrally managed by the National Security Agency. The system is comprised of several computers for database servers, a network controller system, a badging system, mechanical turnstiles and badge readers. The badge readers use magnetic strip and proximity badges to record and restrict access to various areas at the Dagger Complex. An identical system is installed at Bad Aibling Station. NSA controls the hardware and software configuration while the end-users are responsible for maintaining and ordering consumable supplies.
- The IDS is a commercially available system manufactured by Logiplex. It uses balanced magnetic switches on doors and windows and passive infrared sensors for motion detection in rooms and hallways. This system is installed at the Dagger Complex, Detachment 15 in Darmstadt and at Bad Aibling Station. When the system fails in Darmstadt, an armed guard must be posted immediately inside the QRF arms room. If the system is down for more than two hours roving armed patrols must be established within the Dagger Complex. (The guards are unit responsibilities but illustrate the criticality of the IDS system)

C.9.99 CONFIRM Badge Reader Operation.

C.9.99.1 Performance Objective – The contractor shall provide physical security support functions, to include:

- Manage the CONFIRM hardware, to include:
 - Internal wiring of all badge readers, sensors and door locks
 - Operation of all turnstiles
 - Officer Watchpost operation
 - CONFIRM server and controllers
 - Polaroid camera and badging system
 - Implement life cycle replacement of hardware
 - Manage the CONFIRM software, to include:
 - Ensuring all scheduled backups are performed
 - Ensuring software upgrades are installed
 - Install and remove CONFIRM nodes as required.
 - Assist SSO personnel in researching and acquiring replacement hardware and consumable supplies
 - Perform scheduled preventive maintenance
 - Create or maintain system procedure documentation
- Maintain a Systems Administration Logbook, containing all pertinent system information, e.g., hardware/software descriptions, configuration files, custom

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scripts, startup/shutdown and backup/recovery procedures, system changes and problem resolutions, etc.

C.9.99.2 Performance Measure:

- System operation: Percentage availability, downtime
- Database access/availability: Percentage availability, downtime
- Security compromise by lock or reader failure: Instances
- 24-hour system data integrity: Loss of data or productivity due to failure to perform backup
- Scheduled Maintenance accomplished within 5 days of system Program Manager's recommendations, as permitted by government activities.
- Customer feedback: Solicitation time, Percentage of satisfaction

C.9.99.3 Performance Standard:

- System operation: 99.5 % per month, not to exceed 1 hour down time per occurrence
- Database access/availability: 99.0% per quarter, downtime not to exceed one hour per occurrence
- Customer feedback: Not less than 30 minutes after service completed. 100% satisfaction per quarter.
- Zero security compromises by lock or reader failure
- No loss of data or productivity due to failure to perform scheduled system backup

C.9.99.4 Deliverables:

- All hardware failures shall be documented and a monthly report shall state the nature of the failure, if known, and provide root-cause analysis, diagnosis, and recommendations to prevent future occurrences. The documentation shall be delivered to the designated personnel.
- For each failure, a summary report is required. The report will include: what worked well; lessons learned; recommendations; and, failure points. The contractor shall deliver the report to the designated personnel. This documentation will be shared with other CONFIRM users as lessons learned.
- System Administration Logbook, maintained at the SSO
- System Procedure documentation not provided with the original or subsequent fielding.

C.9.100 LogiPLEX Intrusion Detection System (IDS) Operation:

C.9.100.1 Performance Objective – The contractor shall provide physical security support functions, to include:

- Manage the LogiPLEX IDS hardware, including:
- Internal wiring of all sensors
- LogiPLEX server and controllers
- Implement life cycle replacement of hardware

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- Manage the Logiplex proprietary software, to include:
- Ensuring all scheduled backups are performed
- Ensuring software upgrades are installed
- Install and remove Logiplex nodes as required.
- Perform scheduled preventive maintenance
- Create or maintain system procedure documentation
- Maintain a Systems Administration Logbook, containing all pertinent system information, e.g., hardware/software descriptions, configuration files, custom scripts, startup/shutdown and backup/recovery procedures, system changes and problem resolutions, etc.

C.9.100.2 Performance Measure:

- System operation: Percentage availability, downtime
- Database access/availability: Percentage availability, downtime
- Security compromise by sensor or system failure: Instances
- 24-hour system data integrity: Loss of data or productivity due to failure to perform backup
- Scheduled Maintenance accomplished within 5 days of system Program Manager's recommendations, as permitted by government activities.
- Customer feedback: Solicitation time, Percentage of satisfaction

C.9.100.3 Performance Standard:

- System operation: 98 % per month, not to exceed 1 hour down time per occurrence
- Database access/availability: 99.0% per quarter, downtime not to exceed one hour per occurrence.
- Zero security compromises by lock or reader failure.
- No loss of data or productivity due to failure to perform scheduled system backup
- Customer feedback: Not less than 30 minutes after service completed. 100% satisfaction per quarter.

C.9.100.4 Deliverables:

- All hardware failures shall be documented and reports shall state the nature of the failure if known, and provide root-cause analysis, diagnosis, and recommendations to prevent future occurrences. The documentation shall be delivered to the designated personnel.
- For each failure, a summary report is required. The report will include: what worked well; lessons learned; recommendations; and, failure points. The contractor shall deliver the report to the designated personnel. This documentation will be shared with other Logiplex users as lessons learned.
- System Administration Logbook, maintained at the SSO
- System Procedure documentation not provided with the original or subsequent fielding.

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C.9.101 Heating, Ventilation and Air Conditioning (HVAC) Operation: The contractor shall operate and maintain the HVAC System.

C.9.101.1 Performance Objective –

- The HVAC system at the Dagger Complex supports four main buildings with heated water for the radiator system, chilled water for five air handling units and chilled water for seventeen computer room units (CRU). The Directorate of Public Works (DPW), of the 233rd Base Support Battalion, is responsible for the maintenance and repair of all HVAC systems, but the user is responsible for the periodic service checks and system testing.
- There are three dual-compressor commercial Trane water chillers to support the cooling requirements at the Dagger Complex. These units are controlled by a single computer system operating a proprietary software package. Cooling is not provided to the administrative areas of the Dagger complex outside the SCIF, however, isolated cooling is provided by stand-alone heat pumps sized for the particular heat load. The computer monitors the air temperature at each of the five air handler units and provides the correct mixture of outside air and chilled air to maintain the desired temperature. The CRU's provide forced air-cooling under the raised floor to maintain the systems installed in the SCIF and Collateral computer room.
- The boiler system consists of two diesel-fired boilers, routing pumps and a single computer system operating a proprietary software package. Hot water is provided to latrines in every building as well as the radiator system throughout the Dagger Complex

C.9.102 Chiller Plant Operation:

C.9.102.1 Performance Objective –

The contractor shall provide chiller plant support functions, to include:

- Managing the chiller hardware, to include:
- Performing scheduled preventive maintenance, checks and services (PMCS) as required on the Trane chillers
- Assist the DPW as required in maintenance and fault isolation
- Perform organizational level diagnostics to identify or correct faults IAW manufacturers service and maintenance manuals
- Managing the five air handler hardware to include:
- Performing scheduled preventive maintenance, checks and services (PMCS) as required on the air handlers
- Assist the DPW as required in maintenance and fault isolation
- Perform organizational level diagnostics to identify or correct faults IAW manufacturers' service and maintenance manuals
- Managing the CRU hardware to include:
- Performing scheduled preventive maintenance, checks and services (PMCS) as required on the 17 CRUs
- Ensure temperature and humidity set points are within supported equipment specifications

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- Ensure the condensation pumps under the raised floor are functioning properly and the drain lines are free from debris
- Ensure all air filters are checked and replaced as required.
- Assist the DPW as required in maintenance and fault isolation
- Perform organizational level diagnostics to identify or correct faults IAW manufacturers' service and maintenance manuals
- Maintain a Systems Administration Logbook containing all pertinent system information such as hardware/software descriptions, configuration files, custom scripts, startup/shutdown and backup/recovery procedures, system changes and problem resolutions, etc.
- Maintain a User Logbook containing all pertinent system information such as system setting changes, hardware modifications, date and time of performance checks, etc.

C.9.102.2 Performance Measure:

- System operation: Percentage availability, downtime
- Computer operation: Percentage availability, downtime
- Response to building occupant complaints of temperatures out of tolerance
- Scheduled Maintenance accomplished within 5 days of manufacturer's recommendations, as permitted by government activities.
- Customer feedback: Solicitation time, Percentage of satisfaction

C.9.102.3 Performance Standard:

- System operation: 99.5 % per month, not to exceed two days down time per occurrence when an on-line backup is available, or eight hours when a primary system fails.
- Computer operation: 99.0% per quarter, downtime not to exceed two hours per occurrence
- One hour response to verify occupant complaint and begin corrective action
- Customer feedback: Not less than 30 minutes after service completed. 100% satisfaction per quarter.

C.9.102.4 Deliverables:

- All hardware failures shall be documented and reports shall state the nature of the failure if known, and provide root-cause analysis, diagnosis, and recommendations to prevent future occurrences. The documentation shall be delivered to the designated personnel.
- For each failure, a summary report is required. The report will include: what worked well; lessons learned; recommendations; and, failure points. The contractor shall deliver the report to the designated personnel. This documentation will be shared with the DPW in order to enable them to perform a failure trend analysis.
- System Administration Logbook maintained in the HVAC computer room
- System Procedure documentation not provided with the original or subsequent installations.

C.9.103 Deployment/RRC/QRC Logistics: Task Area 1.4

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C.9.103.1 Performance Objective – Deployment Readiness: The contractor shall maintain readiness to support deployment, set-up, operation, support and redeployment of INSCOM assets to locations identified by G-4.

C.9.103.2 Performance Measure:

Readiness of the contractor to support deployments; readiness of the contractor's tasked staff to respond to tasking from a personnel logistics standpoint (e.g., inoculations, visa's, clearances, and travel requirements anticipated); readiness to anticipate needs and procure necessary equipment, make travel arrangements, and support other logistics considerations within the tasking time frame.

C.9.103.3 Performance Standard:

100 percent of tasked deployments successfully supported with no impacts due to lack of preparedness.

C.9.103.4 Deliverable:

This readiness shall be expressed in a Deployment Readiness Plan, including appropriate contractor developed checklists, that addresses all elements of a deployment, and identifies how the contractor will support a maximum of three simultaneous or overlapping deployments to different areas. All aspects of logistics support for each specified area shall be identified and addressed in the Plan, to include lead-time on country-specific requirements such as inoculations, visas, visit requests, clearances, etc., and to identify maintenance support constraints (i.e., likely critical maintenance assets and/or most likely replacement parts) and most likely rapid response re-supply mechanisms the contractor would employ. A General Deployment Readiness Plan shall be submitted within 30 days after contract award for government review. This general plan shall be used for each deployment, modified appropriately to meet QRC, RRC or normal deployment requirements. The plan submitted for government review shall address how the plan will be used to define responses within QRC or RRC timeframes, as well as normal response times. It is expected that the contractor will have mechanisms in place to support QRC/RRC/Critical Maintenance Asset purchase and shipping capabilities identified in the plan. . Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.104 Deployment and Set-up:

C.9.104.1 Performance Objective –

The contractor shall deploy intelligence support assets according to tasking and an approved deployment plan, addressing and being responsible for all aspects of logistics to meet the critical time and mission requirements for the task. The contractor shall set-up assets at the deployed location upon arrival and perform prescribed checks, equipment diagnostics, etc., to assure operability of the assets to meet their intended mission described in the tasking. Immediate identification of deficiencies and solutions to bring the assets up to full operational capability shall be critical to successful deployment support.

C.9.104.2 Performance Measures:

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Personnel and assets deployed on or before required dates. Deployed system operational within reasonable, defined time frame; anticipatory logistics for the assets deployed so that mechanisms are in place to rapidly replace critical equipment should replacement be necessary or to provide additional/replacement personnel should personnel on location need assistance.

C.9.104.3 Performance Standard:

100% of deployments with no discrepancies in the stated measures for each of QRC, RRC and Normal deployments. 100% of deployments with no discrepancies in the stated measures for each of QRC, RRC and Normal deployments. Cost objectives shall be established, but need not be finalized by the contractor until one week (five working days) after tasking has been received

C.9.104.4 Deliverable:

A Deployment Plan as tailored and applied from the Deployment Readiness Plan, as appropriate for each QRC, RRC and Normal deployments. The plan shall establish critical site, systems, and personnel logistics requirements, a critical equipment/replacement part list, and key deployment risk aspects. . Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.105. Performance Objective –The contractor shall operate, support, sustain recover, and re-deploy INSCOM assets as tasked. To the extent, the contractor is responsible for asset status on a deployment; the measure will be mission availability.

C.9.105.1 Performance Standard:

The Fully Mission Capable rate will be 90% unless otherwise stated for the asset being deployed.

C.9.106 Airborne Asset Support: Task Area 1.5

The HQ INSCOM requirement for this area is to provide program management for and to integrate, test, train, sustain, and support Airborne and Ground, Manned and Unmanned, Intelligence Reconnaissance Collection and Analysis systems. The requirement for support is for technology demonstration and fielded systems actively engaged in the war fighters' missions.

C.9.107 Program and Logistics Management

C.9.107.1 Performance Objective –

The contractor shall provide expert management of Airborne, Ground, Manned and Unmanned intelligence reconnaissance collection and analysis systems, on- and off-site, CONUS and OCONUS, to maintain the overall programmatic support requirements for all fielded, leave-behind and developmental IEW airborne and ground-based systems. This shall include expert management of IEW airborne assets and associated systems, to ensure the systems meet INSCOM readiness goals. It shall also include assistance in the management and oversight of airborne assets initial and sustainment training. This shall include capture, tracking and reporting of transportation requirements data from various systems, but not limited to JPES, GDSS/GTN, TCACCIS, JALIS and SMS. It shall also include assistance in preparing requests, processing and approval of Diplomatic Over-flight Clearances. The contractor shall also assist in the determination, planning, forecasting, and management of the unit's transportation funds and resources for deployment operations. The contractor shall also assist in managing airborne

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systems; material acquisitions, storage, issue, accountability, shipment, and disbursement of procured items to include aviator transitional training, management, and coordination for all ARL training.

C.9.107.2 Performance Measurement:

Provision of accurate and timely data, requests and supporting analysis. Meet or exceed published airborne and ground-based systems published readiness goals and objectives.

C.9.107.3 Performance Standard:

Data accuracy of no more than four errors in one quarter's reports; Reporting timeliness of not more than one late report per quarter, but in no cases more than one day working day late. Monthly systems readiness reports will be 99% accurate.

C.9.107.4 Deliverables:

. Maintain and update status of on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task. Monthly and quarterly transportation requirements and cost-schedule-status reports, to include projected and actual transportation costs, and monthly readiness reports shall be presented.

C.9.108 Transportation Logistics Planning and Execution:

C.9.108.1 Performance Objective –

The contractor shall plan, advise and execute approved transportation of unit assets to ensure timely and successful mission accomplishment. The contractor planning shall determine sources and capabilities of deployment and contingency transportation, limitations and options. The results of the planning shall be presented to the unit commander and staff. Upon approval of the plans the contractor shall source and execute the necessary air, rail, land and sea transportation and operations in conjunction with unit deployments, contingencies and readiness training. The contractor shall provide appropriate preparation of unit mission equipment, support equipment, spares, force protection materiel and devices, health and welfare materiel, and personnel for deployment. The contractor shall further assist in managing priority transportation requirements and flow of equipment, materiel and personnel throughout the deployment, sustainment and redeployment phases of domestic and international operations. This support shall include planning and provision of oversight assistance in training unit deployment teams and personnel during deployment operations. The contractor shall attend joint planning/ scheduling workshops, AARs, and site and coordination visits with supporting units, as required.

C.9.108.2 Performance Measure:

Timely delivery of transportation plans to support missions.

C.9.108.3 Performance Standard:

100% accuracy of all plans and reports.

C.9.108.4 Deliverables:

Unit personnel training plans, quarterly transportation log and execution reports.

C.9.109 Ground Based Intelligence Asset Support: Task Area 1.6

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C.9.109.1 Performance Objective - This contract will provide Unit level and Direct Support Maintenance on assigned or selected Prime movers, shelters, power generation equipment, trailers, and environmental control units (ECUs). This support will be at selected locations that may choose to fund and use this contractually provided service. The following duties and tasks identify the requirements:

- The contractor will provide logistics and maintenance support for INSCOM units, detachments and activities at their respective deployed locations worldwide.
- The contractor will work closely with INSCOM G4 and the supported units to coordinate multi-level maintenance support operations.
- The contractor will provide skills in trouble shooting, diagnostic procedures, and repairs above the operator level.
- The contractor will provide all Personnel Protection Equipment (PPE), tool kits, sets and outfits.
- The contractor will establish a Hazardous Waste Minimization (HAZMIN) Program, IAW AR 200-1 and local policies if none exists.
- Establish workday schedule, and be on call for weekends and emergency operations.
- Report any and all Safety discrepancies immediately. All other discrepancies will be reported through the Maintenance officer and ACOR.
- Perform Unit Level -10 and -20 Preventive Maintenance Checks and Services on all assigned and supported equipment and record results IAW DA PAM 738-750. All records will be retained until the next service is performed IAW DA PAM 738-750.
- Perform initial inspection
- Perform Quality Assurance

Diagnosis and fault isolation IAW Maintenance Allocation Chart MAC)

- Fault verification and level of repair
- Replace unserviceable parts, modules and assemblies IAW MAC
- Repair defective end items and components
- Perform final inspection
- Close out work order
- Requisition, receipt and install repair parts
- Operate repair parts supply repairable exchange activity (RXA)
- Perform or establish a recovery and transport operations
- Establish a Battle Damage Assessment and Repair (BDAR) operations
- Perform or establish Estimated Cost of Damages (ECOD) support operation

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- Register all work orders IAW ULLS procedures

C.9.109.2 Performance Measures:

Time to diagnose on site and in the field in working hours. Time to diagnose and perform repair or when evacuated equipment is evacuated to a higher support activity. Adherence to established SOP's, TM and OEM publications, calibration and preventive maintenance schedules above the operator level.

C.9.109.3 Performance Standard:

Faults that have been isolated are diagnosed within on half hour 80% of the time, and within two hours 95% of the time prior to evacuation. All equipment evacuated to a higher support activity for repair or calibration must be inspected, tested, to make a determination of required corrective action.

Vehicles, generator, ECU's, shelters, and support equipment is diagnosed and repaired when parts are on-hand within two (2) hours of problem occurrence 80% of the time, and within five (5) hours in 95% or less of the time. Equipment functions with no recurrence of same fault or problem for two (2) working days.

QA rejections will be 2% or less per quarter.

Tools and test equipment requiring calibration is calibrated prior to calibration expiration date.

All scheduled PMCS's above the operator level completed on schedule 100% of the time.

All records are maintained IAW DA PAM 738-750 with an error rate less than 98%.

- Installations and modification work orders (MWOs) are completed 100% on time.
- Equipment readiness status reports are turned in, daily, weekly, and monthly IAW MOA.
- Maintain a TMDE delinquency rate of less than 3% IAW AR 750-43, Para 6-1a&b

C.9.109.4 Deliverables:

The contractor will ensure all required equipment is approved and enrolled in the Army Oil Analysis Program (AOAP) in accordance with (IAW) Army Regulation (AR 750-1), Department of the Army Pamphlet (DA PAM 738-750) and local policies. All required Test Measure and Diagnostic Equipment (TMDE) is to be enrolled in an approved Calibration Program, IAW AR 750-43, Technical Bulletin (TB 43-180) and TB 750-25. All forms, records and entries are completed and maintained IAW DA PAM 738-750. All file, forms and records will be filed IAW the Modern Army Records Keeping System (MARKS)

G4 Portal Administration and Maintenance Task Areas 1.7

C.9.110 G4 Portal Administration and Maintenance -

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C.9.110.1 Performance Objective – The G4 Portal is a one stop shop for all logistics information required to sustain the mission of HQ INSCOM. The portal is an integral part of the HQ INSCOM logistics mission and is vital to our ability to make informed decisions, share information, collaborate on documentation, conduct staffing actions, perform contract tasking, conduct remote training, accomplish remote mission trouble shooting and to coordinate mission planning. The Microsoft share point servers the portal uses must be maintained in an accredited secure area and be available 24 hours a day seven days a week. The server uses our classified SIPRNET LAN. The portal shall be available on demand and function at the desktop level at CONUS and OCONUS sites. Functionality enhancements are implemented as required to improve presentation of portal information. Implementation of additional portals may be required to accommodate data at different classification levels. Portal user manual revisions and updates shall be developed and posted as mission requirements changed. User training and support shall be provided as requested.

C.9.110.2 Performance Measure – Portal availability. Cleared Portal personnel that are accessible to resolve user questions on portal connectivity. All contract deliverables and management information required by this contract are posted to the portal as required by tasks. Portal maintenance and enhancements are accomplished without impact to G4 global logistics mission.

C.9.110.3 Performance Standard: Portal will be available 95 % of each 24-hours per day, 7 days per week.. Personnel required to maintain and administer the portal have the proper security clearances 100% of the time. Contract deliverables and task requirements are posted as required 100% of the time. Functionality enhancements are implemented within 5 work days of request.

C.9.110.4 Deliverable: Operationally functional secure portal. Post and update status of outages on the G4 portal. Current status shall not be older than 24 hours unless specifically required by task.

C.9.111 Applicable Documents:

The contractor shall propose which commercial standards are used in its corporate engineering and maintenance practices, and these standards shall be made part of this contract requirement set and shall be referenced as the performance standards against which work shall be measured, in case of disputes (see also note at C.1.1.3.1, this PWS).

The following documents of the issue in effect at the time of solicitation form a part of this Performance Work Statement (PWS) to the extent specified herein. In the event of conflict between the documents referenced herein and the contents of this PWS, the contents of this PWS shall be considered a superceding requirement. The only exception is NFPA 70-1996, the National Electric Code (NEC), which will take precedence in case of a conflict with the PWS.

C.9.112 Government Documents: All Military Specifications (MIL SPECS), and Military Standards (MIL STDS) are for reference purposes only.

C.9.113 Military Handbooks

H4-1 Federal Supply Code for Manufacturers, United States and Canada, Code to Name

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H4-2 Federal Supply Code for Manufacturers, United States and Canada, Name to Code

H4-3 Federal Supply Code for Manufacturers, (Excluding United States and Canada)

MIL-HDBK-263A Electrostatic Discharge Control Program for Protection of Electrical and Electronic Parts, Assemblies, and Equipment

MIL-HDBK-419A Grounding, Bonding, and Shielding for Electronics Equipment and Facilities

C.9.114 Military Specifications

DOD-1000 Drawings, Engineering and Associated Lists

MIL-E-17555H Int Amend 1, Electronic and Electrical Equipment Accessories and Provisioned Items (Repair Parts): Packaging of

MIL-M-38797 Manual, Technical, Operation Instruction and Maintenance Instruction

MIL-P-5480 Data, Engineering and Technical Reproduction

MIL-S-7298 Manual, Technical, Commercial Equipment

MIL-T-31000 Technical Data Packages

MIL-T-50301 Technical Data: Quality Control Systems, Requirements for

C.9.115 Standards

C.9.115.1 Military Standards

MIL-STD-12 Abbreviations for use on Drawings, Specifications and Standards used in Technical Documents

MIL-STD-100E Engineering Drawing Practices

MIL-STD-129 Marking For Shipment and Storage

MIL-STD-130 Identification Marking of U.S. Military Property

MIL-STD-454 Standard General Requirements for Electronic Equipment

MIL-STD-461D Control of Electromagnetic Interference Emissions and Susceptibility, Requirements

MIL-STD-462D Electromagnetic Interference Characteristics, Measure of

MIL-STD-480 Configuration Control - Engineering Changes, Deviations and Waivers

MIL-STD-481 Configuration Control - Engineering Changes, Deviations and Waivers (Short Form)

MIL-STD-482 Configuration Status Accounting, Data Elements and Related Features

MIL-STD-483 Configuration Management Practices for Systems, Equipment, Munitions and Computer Software

MIL-STD-881A Work Breakdown Structure for Defense Material Items

MIL-STD-882B System Safety Program Requirement

MIL-STD-490 Specification Practices

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MIL-STD-681 Identification Coding and Application of Hook-up and Lead Wires

MIL-STD-973 Configuration Management Technical Data Packages, General Specification for

MIL-STD-1686B Electrostatic Discharge Control Program for Protection of Electrical and Electronic Parts, Assemblies and Equipment

MIL-STD-45662 Calibration System Requirements

C.9.116 NSA Regulations, Specifications and Standards

DS-61 NSA/CSS Data Standard for Preparation of Engineering Documentation

NSA/CSS Man 123-2 Classification Manual

NSA/CSS Reg 80-14 Configuration Management

NSA/CSS Reg 90-15 Access to Classified Cryptographic Information

NSA/CSS Spec 04-01 Technical Manual Content and Format 95005 Requirements

C.9.117 Other Standards

ANSI Y14.15 Electrical and Electronic Diagrams

ANSI Y32.2 Graphic Symbols for Electrical and Electronics Diagrams

ANSI Y32.14 Graphic Symbols for Logic Diagrams

ANSI Y32.16 Reference Designations for Electrical and Electronic Parts and Equipment

CSW Memo 34-1A Engineering Drawings

DIAM 50-4 Security of Compartmented Computer Operations

DIAM 50-5A Contract Administrative Security

DIAM 50-24 Security for Using Communications Equipment in a SCIF

DCID 1/7 Security controls on the dissemination of Intelligence Information

DCID 1/14 Personnel Security Standards and Procedures governing Eligibility for Access to Sensitive Compartmented Information

DCID 1/19 Security Policy for Sensitive Compartmented Information

DCID 1/21 Physical Security Standards for Construction of Sensitive Compartmented Information Facilities (SCIFs)

EM 1110-1-1807 Corps of Engineers, Standards for Drafting

EM 1110-345-710 Corps of Engineers, Standards for Drafting

ISO-9000 International Standards Organization Certification Requirements

NFPA 70-1996 National Electric Code

C.9.118 Other Regulations, Documents, Drawings and Publications.

The following Government documents, drawings and publications form a part of this PWS for general guidance and for compliance to the extent specified herein:

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C.9.119	Army and DOD Regulations
AR 5-10	Stationing
AR 11-9	The Army Radiation Safety Program
AR 27-20	Claims
AR 27-40	Litigation
AR 70-1	Force Management/Force Development
AR 200-1	Environmental Protection and Enhancement
AR 200-2	Environmental Effects of Army Actions
AR 310-50	Authorized Abbreviations, Brevity Codes, and Acronyms
AR 380-10	Technology Transfer, disclosure of Information and Contacts with Foreign Representatives
AR 380-19	Information System Security
AR 380-28	DA Special Security System
AR 380-67	Personnel Security Program
AR 380-150	Access to and Dissemination of restricted Data
AR 380-381	Special Access Programs (SAP)
AR 381-20	The Army Counterintelligence Program
AR 385-10	The Army Safety Program
AR 385-16	System Safety Engineering and Management
AR 385-40	Accident Reporting and Records
AR 385-55	Prevention of Motor Vehicle Accidents
AR 405-70	Real Property: Utilization of Real Property
AR 600-55	The Army Driver and Operator Standardization Program (Selection, Training, Testing & Licensing)
AR 638-40	Care and Disposition of Remains
AR 640-3	Identification Cards, Tags, and Badges
AR 700-32	Logistic Support of United States Nongovernmental, Nonmilitary Agencies and Individuals in Overseas Military Commands
AR 700-127	Integrated Logistic Support
AR 700-138	The Army Logistics Readiness and Sustainability
AR 700-139	Army Warranty Program Concepts and Policies
AR 702-11	Army Quality Program
AR 710-2	Inventory Management Supply Policy below Wholesale Level

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AR 715-9 Contractors Accompanying the Force
AR 715-16 Army Contractors on the Battlefield
AR 740-3 Care of Supplies in Storage
AR 740-26 Physical Inventory Control
AR 746-1 Packaging of Army Materiel for Shipment and Storage
AR 750-1 Army Material Maintenance Policy and Retail Maintenance Operations
AR 750-2 Army Material Maintenance Wholesale Operations
AR 750-10 Modification of Material and Issuing Safety of Use Messages
AR 750-43 Army Test Measurement, Diagnostic Equipment Program

C.9.120 INSCOM Regulations

INSCOM REG 5-50 Configuration Management
INSCOM REG 210-6 Installation of Materiel
INSCOM REG 700-33 INSCOM Virtual Intelligence Projection Equipment Reserve (VIPER) Program

C.9.121 Department of the Army Pamphlets

DA PAM 27-162 Claims
DA PAM 420-10 Space Management Guide
DA PAM 715-16 Contractor Deployment Guide
DA PAM 738-750 Functional Users Manual for Army Maintenance Management System (TAMMS)

C.9.122 INSCOM Pamphlets

INSCOM PAM 5-50 Configuration Management
INSCOM PAM 210-6 Installation of Materiel: Practices and Procedures

C.9.123 Field Manuals

FM 34-60 Counterintelligence
FM 100-10 Combat Service Support
FM 100-10-2 Contracting Support on the Battlefield
FM 100-22 Installation Management

C.9.124 Technical Manuals

TM 10-1101 Petroleum Handling Equipment & Operation

C.9.125 Technical Bulletins

TB 385-1 Safety Carbon Monoxide Poisoning
TB 385-4 Safety Requirements for Maintenance of Electrical and Electronic Equipment

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C.9.126 DOD Manuals\Instructions\Regulations

DODI 3020.37 Continuation of Essential DOD Contractor Services During Crises

DOD Reg 31.35.3 Certification of Cryptologic Personnel

DOD 4140.17-M Military Standard Requisitioning and Issue Procedures (MILSTRIP)

DOD 4140.35 Physical Inventory Control for Department of Defense Supply System Material (MRA&L)

DOD 4500.54.G DOD Foreign Clearance Guide (Pacific, South Asia, and Indian Ocean

DOD 5-5105.21-M-1 SCI Security Manual Administrative Security

DOD 5220-22-M Industrial Security Manual for Safeguarding Classified Information

DOD 5220.22-A COMSEC Annex to the National Industrial Security Program Operating Manual

DOD 5220.22R Industrial Security Regulation

DOD 5220.22-M National Industrial Security Program Operating Manual

DOD 5220.22-M-Sup 1 National Industrial Security Program Operating Manual Supplement

C.9.127 Data Item Descriptions

DI-MGMT-80368 Status Report (Tailored)

UDI-A-23083A Report/Minutes, Record of Meeting

DI-A-3024A Presentation Materiel

DI-MISC-80508 Technical Report - Study/Services

DI-MGMT-80911 Technical Assistance Activity Accomplishment Report

DI-MNTY-80132 Service Bulletin

DI-CMAN-80644 Engineering Change Proposal (Short Form)

DI-QCIC-80509 Installation-Engineering Plan

DI-QCIC-80369A Quality Program Plan

DI-DRPR-80651 Engineering Drawings

DI-CMAN-81022A Configuration Audit Summary Report

DI-QCIC-80131 Failure and Analysis Tracking Report

DI-ILSS-80415 Request for Requisition Approval

DI-ILSS-81523 Training Conduct Support Document

DI-MISC-81107A Inventory/Utilization Data Report

DI-NDTI-80809B Test/Inspection Report

DI-TMSS-90033 Contractor Evaluation of Technical Publications and Recommended Changes

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DI-MISC-90023	Revised Additional Data for Technical Publications
DI-ILSS-81074	Training System Implementation Plan
DI-ILSS-81075	Training Course Control Document
DI-IPSC-81428	Software Installation Plan (SIP)
DI-IPSC-81440	Software Test Report (STR)
DI-ILSS-81095	Lesson Plan
DI-MISC-80711	Scientific and Technical Reports
DI-FACR-81046	Site Evaluation Report
DI-IPSC-80698	Test Analysis Report (TAR)
DI-IPSC-80699	Implementation Procedures (IP)

C.9.128 Other Documentation

No Number Assigned Handbook for Sensitive Compartmented Information (SCI)

Contracts. Proponent for this HDBK is USAINSCOM, ACofS, and G2.

Article 73 Technical Expert Status Accreditation. Part of the Supplementary agreement to the North Atlantic Treaty Organization (NATO) Status of Forces Agreement (SOFA) between the United States and Germany; see also URL for this requirement at www.chrma.hqusareur.army.mil/docper/cac.htm.

TROJAN SECURITY CLASSIFICATION GUIDE Bad Aibling Station Systems Security Classification Guide Custodial Reference Documentation

All documents residing at supported units/sites for systems and facilities supported under this contract also form a part of this PWS. This includes all specifications, technical manuals, engineering documentation, prepared plans and site agreements.

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A. Performance Requirements Summary (PRS)

Performance Rqmt (Paragraph)	Measure	Standard
C.5.1.1.2 Quality Assurance Program	TBD	TBD
C.5.1.1.3 Asset Support Purchases	Time to approve purchases	QRC: 6 hrs 95% of time (NMT 10 hrs) RRC: 10 hrs 95% of time (NMT 14 hrs)
C.5.1.1.3 Asset Support Purchases	Time to procure	Assets on DRP: 1 day; Assets off DRP: 2 days
C.5.1.1.4 P&P Support	Timely delivery of Monthly, Annual Reports	Within 1 day of due date
C.5.1.1.5 Clearance Management	Timely Staffing with Cleared Personnel	TBD
C.5.1.1.6 TESA/Host Country Accreditation	Obtaining timely TESA Accreditation	TBD
C.5.1.1.7 Budget Management and Cost Control	Actual Costs vs. Budget Projections	TBD
C.5.1.1.9 Stationing PM Support	TBD	TBD
C.5.1.2.1 TROJAN Fleet Support	Mission Availability	85%
C.5.1.2.2 TROJAN Fleet Support Analysis	Accuracy of analysis vs. actual occurrence	TBD
C.5.1.2.3 TRISA Support	TESOP detailed measures	TESOP detailed standards
C.5.1.2.4 Fly-Away Support	Response time; Quality of support	TBD
C.5.1.2.5 Fielding Support	Response time; Quality of support	TBD
C.5.1.2.8 Quality Assurance Program	Spares availability	No instance of zero spares
C.5.1.3 Facilities Engineering	Immediate Task Response Time	30 minute start time
C.5.1.3 Facilities Engineering	Urgent Task Response Time	24 hour start time
C.5.1.3 Facilities Engineering	Mission Sustainment Time	2 day start time

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C.5.1.3.6.1 Custodial Support, several task areas	Cleanliness of Task focus area	Visibly clean and free from dirt, dust, etc.
C.5.1.4.2 Facilities Maintenance Tasks	Start Time	Same Day
C.5.1.4.2 Facilities Maintenance Tasks	Completion time	Meet Tasked time, <u>TBD</u> %
C.5.1.4.7 Fault Isolation	Time to isolate faults	1 hour 95% of time; NMT 3 hours
C.5.1.4.8 Repair	Time to repair, restore Mission Capability	Within 2 hours 80%; within 5 hours 95%
C.5.1.4.8 Diagnosis prior to repair	Time to diagnose	Within 30 minutes 80%; within 2 hours 95%
C.5.1.4.9 Alignment and Calibration	Adherence to periodic maintenance schedules	100%
C.5.1.4.13 Safe Electrical Support	Follow NEC	No Violations in Contractor work
C.5.1.4.14 Mechanical HVAC	HVAC Systems in Operation	No mission effect due to HVAC outage
C.5.1.4.20 Emergency Purchases	Time to approve and submit P.O.	6 hrs
C.5.1.4.22 LAN Mission S/W Maintenance	Server availability	98% per quarter, downtime NTE 3 hrs/occurrence, 5 hrs if call-in required
C.5.1.4.22 LAN Mission S/W Maintenance	Security Breaches	No breaches
C.5.1.4.22 LAN Mission S/W Maintenance	24-hour system data integrity	No loss in productivity due to failure to perform backup
C.5.1.4.23 Physical Security Enhancement Program (PSEP)	PSEP Operational: No FP Violations	98% Hardware/Software availability
C.5.1.4.28.2 Detachments J, K, L Mission H/W Maint. Supp't	Mission RSR-Green	98% H/W availability per quarter
C.5.1.4.28.2 Detachments J, K, L Mission H/W Maint. Supp't	Detachment physical availability	TBD, unit standards
C.5.1.4.28.2 Detachments J, K, L Mission H/W Maint. Supp't	Response time to remote detachment	TBD, unit standards
C.5.1.4.28.3 527 th MI BN H/W Maint. Supp't	Mission RSR-Green	98% H/W availability per quarter

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C.5.1.4.28.4 Antenna H/W Supp't	TBD, Unit Rqmt	Successfully meet unit rqmts
C.5.1.4.28.5 Engineering/ technical Supp't	TBD, Unit Rqmt	Successfully meet unit rqmts
C.5.1.4.28.8 Installations/ Relocations	Installation Check Sheets performed	Successful acceptance by unit
C.5.1.4.28.9 Facilities Management Support	Contractor Support performed	Successful (Std TBD, unit needs)
C.5.1.4.29.2 CONFIRM Badge Reader Operation	System Operation/ Availability; Downtime	99.5%/month, NTE 1 hr downtime/occurrence
C.5.1.4.9.3 Logiplex IDS Operation	System Operation/ Availability; Downtime	99.5%/month, NTE 1 hr downtime/occurrence
C.5.1.4.9.5 Chiller Plant Operation	System Operation/ Availability; Downtime	99.5%/month, NTE 2 days downtime/occurrence, or 8 hours when primary fails
C.5.1.5.1 Deployment Readiness	Readiness to support deployments	TBD% successful support w/no impact due to lack of preparedness
C.5.1.5.3 Deployment	Meeting Required dates	TBD% w/no discrepancy for QRC, RRC, Normal
C.5.1.5.4 Deployment Set-up	Time to System Operational	TBD% w/no discrepancy for QRC, RRC, Normal
C.5.1.5.5 Deployment Operate and Sustain	Mission Availability for system	Readiness rate for asset
C.5.1.6.1 Program and Logistics Management	Provision of accurate and timely data	Data accuracy of no more than four errors/quarter
C.5.1.6.2 System Level Maintenance	TBD, Unit Rqmt	TBD, Unit Standards
C.5.1.6.3 Logistics Planning and Execution	TBD, Unit Rqmt	TBD, Unit Standards

Table 3. Performance Requirements Summary (PRS)

B. Reserved

DRAFT-GENESIS II Performance Work Statement

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